

Privacy Notice

Who we are

London Borough of Newham (LBN) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBN ('the Council'). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to carrying out Tenancy Audits, Person Centred Fire Risk Assessments (PCFRAs) and Vulnerability Screening. It provides additional information that specifically relates to this service, and should be read together with our [general privacy notice](#), which provides more detail.

What data do we collect

We collect or check any changes with tenants in relation to names, date of birth, contact details, next of kin, ID and proof of address, next of kin, lodgers, pets, vehicles, property condition, tenant permissions, referrals required to other services e.g. repairs

For residents receiving a Person Centred Fire Risk Assessment, we collect or check any changes to occupancy, name, date of birth, address, contact details, details of social care provision, fire risks including safeguarding, escape, impairments that require assistance to evacuate, detection, cooking, heating, electrics, use of candles and smoking, referrals to other services.

In addition - non mandatory information including equality and diversity (gender, ethnicity, religion, sexual orientation), considerations that should be considered in service provision, national insurance number, disability, care and support (vulnerability) are requested.

Where details relating to household members are supplied, we proceed on the basis that this information has been provided with their full knowledge and consent.

Why we collect your data

We collect your data so that we can maintain accurate tenant and property records of all council managed properties to deliver appropriate and inclusive service delivery.

The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is:

Article 6(a) Consent: the Council will process National Insurance Number with your consent to use as a key data point to reduce the risk of inaccurately matching of personal records and details. With your consent we can refer you to relevant support services within the Council. You can withdraw your consent at any time.

Article 6(c) Legal Obligation - Under the Housing Acts 1985 and 2004, the Fire Safety (Residential Evacuation Plans) (England) Regulations 2005, and the Social Housing Regulation Act 2023, local authority landlords are required to manage their housing stock effectively. This includes collecting tenant data for repairs, rent collection, tenancy management, and delivering person-centred fire risk assessments. Landlords must prioritise tenant safety and satisfaction by maintaining accurate, up-to-date information on property condition and resident demographics.

Article 9 (c) Vital interests: Under the Fire Safety (Residential Evacuation Plans) (England) Regulations 2025, a person-centred fire risk assessment is an evaluation of the risks faced by a resident due to their reduced ability to evacuate a building without assistance in the event of a fire, alongside any additional risks associated with the building that arise from the resident's physical or cognitive impairment or condition.

How we use your data and who we may share it with

We will use your data and share with relevant Council teams, and may share with contracted Partners, for the following purposes:

- manage stock and condition of the properties
- promote and support tenant safety
- to verify occupation and prevent housing fraud
- to inform future housing planning
- to assist in housing management services e.g. change in circumstances
- for data and statistical analysis
- to ensure the council or contractors are aware of information that should be considered in service provision
- to complete regulatory, statutory returns and information to government departments, regulators and other official bodies
- to promote and improve fire safety management
- to book appointments to deliver support and referrals for example carrying out additional fire safety assessments and action, to carry out necessary repairs, damp and mould assessments and ground maintenance.
- If we become aware of any safeguarding or well-being concerns, we may share your information with relevant teams or support services, but we don't always need your consent to do so
- for audit purposes

How long we will keep your data

We will keep your data safe and secure during the period of our relationship with you and for 15 years (tenancy files), 6 years (Managing tenancies. Safety Inspection, Monitoring and Regulation) to allow us to meet our legal obligations and in line with our retention Schedule. After this time, it will be securely destroyed.

How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at [Your rights – Processing personal data privacy notice – Newham Council](#) or at [For the public | ICO](#) If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk