

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 your accommodation-based homelessness support service. 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 may collect your:

- Name
- Address
- Phone number
- Email address
- Address history
- National Insurance number

Special category Data:

- Racial or ethnic origin
- Religion
- Health data
- Sexual orientation
- Criminal offence data

Other Identifiers

- Financial information (e.g., bank account details)
- Employment details
- Education records

Why we collect your data

We collect your data so that we can use it to effectively manage and support you in your tenancy and to quality assure contracted services, such as the accommodation-based support service you currently occupy. Officers working within a strategic context (such as Commissioners) within the Council also use this data to inform strategic placement of vulnerable single homeless individuals.

The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK General Data Protection Regulation Act (2018) is:

Article 6 (e) Public Task: the processing is necessary for the London Borough of Newham to perform tasks in the public interest or in the exercise of official authority vested in the controller.

Article 9 (g): Reasons of substantial public interest (with a basis in law).

The legal gateway for the processing of data is Homelessness Reduction Act (2017).

We will only process personal data where you have given it to us as part of your tenancy and where we have consent to do so, and you can withdraw your consent at any time.

How we use your data

We will use your data to quality assure services and to ensure that all contracted services are implemented to efficiently provide support as intended.

Who we will share your data with

Your data will only be processed by your accommodation provider and LBN. We will not share your personal data with any other third party.

How long we will keep your data

We will keep your data safe and secure as required under the Data Protection Act (2018) until the termination of the services contract with the provider in line with our retention schedule. Records will be held for a period of 7 years and then 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 <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk