# Privacy Notice – Preventing Homelessness

## Who we are

London Borough of Newham (LBN) is registered with the Information Commissioner’s Office (ICO) as a ‘Data Controller’ Thisprivacy 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 the prevention of homelessness. It provides additional information that specifically relates to this service, and should be read together with our [general privacy notice](https://www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice), which provides more detail.

## What data do we process

We will use existing data you have previously given us for the following purposes:

* Contact information (e.g. name, address, phone number, email) to enable LBN to make contact with you
* Demographic information (e.g. age, gender, household composition) this will help understand the network of support people have and how this impacts their needs
* Financial information (e.g. income, benefits, rent or mortgage details) as financial exclusion is shown in research to be a key risk factor in homelessness
* Housing history and current housing situation will be used to analyse the risk for individuals in being homeless in the future
* Any other relevant information that helps us provide effective support.

## Why we process your data

We process your data so that we are better able to identify individuals at risk of homelessness to enable the delivery of targeted interventions to prevent you presenting as homeless.

## 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 (e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

Article 9 (g) substantial public interest - processing is necessary for reasons of substantial public interest

The basis in law is: Housing – Homelessness Reduction Act 2017 – Early intervention.

However, if you do not want your data to be used for research purposes you have the right to opt out.

## How we use your data

We will use your data to identify whether you may benefit from additional support as part of our statutory duty to prevent homelessness. This may include a phone call from our Homelessness Prevention and Advice service to discuss any additional support you may be interested in.

## Who we will share your data with

We will share your data with Xantura for the purposes of identifying whether you may benefit from additional support. Xantura will share data with Verian for the purposes of analysing the effectiveness of the support.

The data shared with Verian will be pseudonymised which means it has been processed to replace or remove personal information that will identify you.

## How long we will keep your data

We will keep your data safe and secure for a period of 1 year 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 Cou](https://www.newham.gov.uk/contact-information/processing-personal-data-privacy-notice/5)ncil or at [For the public | ICO](https://ico.org.uk/for-the-public/) If you have any queries or concerns relating to data protection matters, please email: [**dpo@newham.gov.uk**](mailto:dpo@newhamgov.uk)