

# Rent Regulation Privacy Policy

This privacy notice provides you with information about what we do with your personal data (information that is about you and identifies you).

The Council is registered (Z5993869) with the Information Commissioner's Office (ICO) as a Data Controller. We are committed to processing personal data in accordance with the GDPR principles, which ensure the safe processing of personal data. We are a public authority and have a nominated Data Protection Officer for this project, whose details you can find below in our contact information section.

## Our contact details

Name: Sarah-Jane Hounsell

Address: Mandela House  
4 Regent Street  
Cambridge  
CB2 1BY

E-mail: SarahJane.Hounsell@cambridge.gov.uk

## Why are we asking for your personal information?

We require your personal data to refund tenants who have been identified as being overcharged because of the two historic rent errors identified in late 2023, early 2024:

- i) Service Charge (SC)
- ii) Affordable Rents (AF)

We are processing your personal information under our statutory duty - 6(1)(e) – Performance of a task carried out in the public interest, as outlined in Local Government Finance Act 1992. This is necessary to carry out a public task, such as assessing and issuing refund payments.

Providing this information is essential for us to deliver the service. If you do not provide the required personal details, or if you object to the necessary data sharing, we will be unable to process your refund. As a result, you may not receive any refund you are entitled to.

## The type of personal information we collect and why

We collect and process the following information:

- Name
  - Will be used for communication
- Photograph
  - Will be used for ID checks

- Telephone number
  - Will be used for communication
- Address and postcode
  - Will be used in full when addressing letters
- Email address
  - Will be used to email letters of communication or respond to emails received
- Date of birth
  - Will be used for identification purposes when speaking on the telephone or establishing which benefit entitlement applies to you
    - ie UC is only available to people of working age
- Benefits status
  - Will be used to establish if the tenant is in receipt of housing related benefits
- Age
  - Will be used to establish benefit entitlement
    - ie UC is only available to people of working age
- National Insurance Number
  - Will be used for identification purposes when speaking on the telephone and may possibly be a means to establish if benefits are received
- Gender
  - Will be used to address the person correctly when speaking to them or addressing letters to them
- Tenancy number
  - Will be used to identify the overcharged tenancy being discussed and case managed
- Bank Account Details
  - Will be used to refund the monies to the affected tenants
- Case number
  - This will be the unique case reference given to your refund

### **Who we share your personal information with**

Your data will be processed by the RRP and Finance team. We may share your personal information within internal departments as required. We will not share your personal information with anyone else unless the law requires us to do so. Specifically, we may share your personal information with the Department of Work and Pensions (DWP) to establish the housing related benefits amounts to be refunded.

When completing the refund web form, you will be redirected to the OneID software to allow for your bank account details to be verified.

We may share your information with the Information Commissioners Office in relation to complaints and investigations.

### **How long your personal data will be kept**

We will only hold your personal information for as long as necessary; information is kept in accordance with the council's retention policy.

Bank account details will be held in line with the Finance Departments GDPR requirements of 6-year retainment, unless otherwise directed by DWP when their decision has been made.

OneID have their own privacy policy which can be found [here](#).

Other details already held for tenancy purposes are in line with The Local Government Finance Act 1992.

You can find out more by looking at the Councils Retention Policy on the website at:

[Privacy notice - Cambridge City Council](#)

### **Your data protection rights**

Under data protection law, you have rights including:

#### **Your right of access**

You have the right to ask us for copies of your personal information.

#### **Your right to rectification**

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

#### **Your right to erasure**

You have the right to ask us to erase your personal information in certain circumstances.

#### **Your right to restriction of processing**

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

## **Your right to object to processing**

You have the the right to object to the processing of your personal information in certain circumstances.

## **Your right to data portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [infogov@3csharedservices.org](mailto:infogov@3csharedservices.org) if you wish to make a request.

## **Keeping your personal information secure**

Your information is securely stored, and we have appropriate security measures in place to prevent personal information from being used or accessed in an unauthorised way.

Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach.

## **Where do we store your personal data**

We do not routinely process any information about you outside the UK. We will not transfer your personal data outside of the EU.

## **How to complain**

If you have any concerns about our use of your personal information, you can contact the Data Protection officer at [infogov@3csharedservices.org](mailto:infogov@3csharedservices.org) or you can write to the Council and mark your letter for the attention of the Data Protection Officer.

Alternatively, you can call 07864 604221 or 01954 713318.

UK GDPR also gives you right to lodge a complaint with Information Commissioner, who may be contacted via the [Information Commissioner's website](#)

The ICO's address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113