

Privacy Notice: Property Services

Your Personal Data

Who we are:

We are Property Services within Sunderland Council and your privacy is important to us. We aim for full transparency on how we gather, use, and share your personal information in accordance with the General Data Protection Regulation.

If you have any concerns about how the Council is handling your personal data, these can be raised with the Council's Data Protection Officer:

Postal address; Data Protection Office, Civic Centre, Burdon Road, Sunderland SR2 7DN

Email: Data.Protection@sunderland.gov.uk

Telephone: 0191 561 1023

What we need

We will only collect personal data about you where it is required for the purposes of administering access to this service. This will include your name, date of birth, address, telephone number, email etc. together with information you have given us and information that we receive from third parties e.g. landlords. The information will be securely stored electronically and on paper file.

Why we need it

The Council uses your personal information in order to meet its obligations under various UK laws in order to:-

- To comply with any statutory obligation regarding management of public assets
- To responsibly manage council assets including any resulting financial transactions
- To comply with any obligation regarding security, energy and environmental management relating to council assets and facilities
- To promote service improvements
- To respond to customer enquiries and complaints

Lawful reason for processing:

- Land and property laws
- Common law principles regarding land and property management
- Public interest
- The Localism Act 2011

The processing of your information is necessary for compliance with the legal obligations contained in these Acts to facilitate a statutory obligation and provide access to Council services.

What we do with it

Your personal information will be treated as confidential but it may be shared with other Council services in order to ensure our records are accurate and up-to-date, and to improve the standard of the services we deliver. We will only use your information in ways which are permitted by the General Data Protection Regulation and the current UK Data Protection law.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information on this framework can be found on our website

This authority has a duty to protect the public funds it administers, and may use information held about you for all lawful purposes, including but not limited to the prevention and detection of crime including fraud and money laundering.

The Council may also use your information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime including fraud or auditing/administering public funds.

The Council will also undertake to share information with the following where circumstances or law require:

- Judicial Agencies e.g. Courts
- Police
- Immigration Service
- Government Departments e.g. HMRC, DWP
- Elected Members & MPs (as your representative)
- Funding Bodies
- Local businesses
- Utilities companies e.g. home energy schemes
- Contractors providing linked services

We will not disclose your personal information to third parties for marketing purposes.

What are your rights

You have the right to:

- request a copy of your information (known as a subject access request)
- request rectification or erasure of your information,
- request a restriction on the processing of your information, and,
- object to processing of your information,
- complain to the Information Commissioner's Office about the way the Council processes your information.

If you require further information about the use of your data or would like to exercise any of the above rights, please contact:

Data Protection Officer

Postal address; Data Protection Office, Civic Centre, Burdon Road, Sunderland SR2 7DN

Email: Data.Protection@sunderland.gov.uk

Telephone: 0191 561 1023

You can also contact the Information Commissioner's office <https://ico.org.uk/>

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone 0303 123 1113 (local rate) or 01625 545 745

Fax 01625 524 510

How long we keep your information

We will keep your information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. In most cases this will be a minimum of six years. Some records relating to property disposal may need to be kept in perpetuity.

Website information

Sunderland Council encourages you to review the privacy statements of Web sites you choose to link to from Sunderland Council so that you can understand how those Web sites collect, use and share your information. Sunderland Council is not responsible for the privacy statements or other content on Web sites outside of the Sunderland Council family of Web sites.