CORNWALL HOUSING

Privacy Notice for TENANT INFORMATION

Privacy Notice

To be read by the tenant (or narrated if situation dictates)

Cornwall Housing Limited respects your privacy and is committed to protecting your personal data. This privacy notice will inform you how we look after this information.

Purpose of this privacy notice

This privacy notice details how Cornwall Housing Limited collects and processes your personal data. It is important you read this privacy notice so that you are fully aware of how and why we are using your data.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Who we are

Cornwall Housing Ltd is an Arm's Length Management Organisation (ALMO) wholly owned by Cornwall Council. On their behalf we manage and maintain council homes, we look after a number of leasehold homes, manage garages, shops and land in neighbourhoods with council housing. We also have our own homes that we built for social rent in Cornwall.

How we are using your information

We will only use your personal data when the law allows us to and commonly in the following circumstances:

- To action the contract, we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- Where processing is necessary in order to protect the vital interests of an individual (for example for your own safety or those of other tenants).

The information you provide on this form will be held by Cornwall Housing Limited and used by us to confirm your application and onward management of your tenancy.

Where information is requested for any other reason in this Tenant Information form -this will be highlighted to you and where applicable, your consent requested.

Please note the information you provide us with may be used for statistical research; however, your personal data will not be used in any way (beyond its original purpose) which enables you to be identified.

Generally, we do not rely on consent as a legal basis for processing your personal data. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules and where this is required or permitted by law.

Special Category Data
When we collect personal data about you, we may ask for information which is classed as 'special category data' under data protection laws. This includes information relating to your racial or ethnic origin, physical or mental health, political opinions, religious or philosophical beliefs, trade union membership, your sex life or sexual orientation. We will only collect this type of data if you have given us explicit consent, or we have a legal basis for doing so.

Sharing your information
We will keep your information within our organisation except where disclosure is required or permitted by law or when we use third-party service providers (data processors) to supply and support our services to you.

We will share your information with the Housing Benefit and/or Council Tax departments of Cornwall Council. We may share your personal data with the Police and the Benefits Agency for the prevention and detection of any crime and we may share your personal data with other local authorities or other housing providers to enable us to verify your application for housing.

We will also share data about you with the Department for Levelling Up, Housing and Communities – please see Annex 1 for further details.

We may also share your personal data with third parties in order to meet our legal obligations or to fulfil our or your legitimate interests, such as: third party utility providers and/or debt collection services.

Your information will not be used for any other purpose by Cornwall Housing Limited, Cornwall Council or any of the third parties listed above and will not be passed onto any other third parties (other than our third-party service providers who provide services to us) without your permission.

We have contracts in place with our data processors. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. They will not share your personal data with any organisation apart from us. They will hold it securely and retain it for the period we instruct them to do so.

How long we will retain your information
In accordance with Cornwall Councils Record Retention Policy (which Cornwall Housing Limited follows) the information you provide on this form will be retained for no longer than 6 years following the end of your tenancy, after which period it will be destroyed in a secure manner.
All personal information held by Cornwall Housing Limited and [Cornwall Council] is held safely in a secure environment.

CHL PRIVACY NOTICE MAY 2026 Access to your information

Should you (or any joint tenant) like to see what information is held about you by Cornwall Housing Limited, you can make a Subject Access Request (SAR) as per your rights set out in the General Data Protection Regulations. You can make this either in writing or email to:

Address: Corporate & Information Governance Team, North Wing, New Country Hall, Treyew Rd, Truro, TR1 3AY

Email: dataprotection@cornwall.gov.uk

If you are unhappy with how any aspect of this privacy notice, or how your personal information is being processed, please contact the Information Governance Officer at dataprotection@cornwallhousing.org.uk. If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): https://ico.org.uk/concerns

For further information about how your data is processed by Cornwall Housing Limited please contact:

The Information Governance Officer

Cornwall Housing Ltd e-mail:
dataprotection@cornwallhousing.org.uk