

Privacy Notice for Rent Consultation – Autumn 24

Why we want your feedback

We will use the information you provide to inform the Council's Rent decision on the rent increase for 2025/26.

Processing and protecting your personal information

Data will be collected and processed under the UK General Data Protection Regulation (UK GDPR). Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

We are committed to protecting your personal information and respecting your privacy.

Personal information is defined as any details that will enable you to be identified, such as ID numbers, names, telephone numbers, and address. We do not ask for personal information in the survey. This privacy notice applies if personal details are included in a comment box.

Our 'Rent Consultation' survey is being organised and managed by Cornwall Housing Ltd. Cornwall Housing Ltd is a council owned company managing the housing service for Cornwall Council.

- It will not be passed to other organisations except under law, for example government anti-fraud data matching. (For further information about anti-fraud matching go to www.cornwall.gov.uk/nfi). **Your data will not be sold or passed to any third parties for commercial purposes or any other reasons not required under law.**

All information from the survey will be held separately from your tenancy file in a secure environment (unless explicit consent was given) and will be used to develop our services.

Any personal details provided in the survey will be retained for no more than 18 months. They will then be securely destroyed.

Appropriate security is in place to prevent any personal data held being accidentally or deliberately compromised.

Your rights

Personal information will be processed in accordance with the rights of data subjects under the Data Protection Act 2018 and GDPR 2018.

Personal information belongs to you. You have the right to:

- request a copy of your personal information held
- withdraw consent to having your personal data processed
- object to processing that is likely to cause or is causing damage or distress
- have inaccurate personal data rectified, blocked, erased or destroyed.

If you would like to access any of the information we hold about you, or have concerns regarding the way we have processed your information, please contact our representative in the first instance:

Julia Walsh
Cornwall Housing
Chy Tревail
Beacon Technology Park
Bodmin
PL31 8FR
Tel: 0300 1234 161
Email: myviews@cornwallhousing.org.uk

Alternatively, you can contact our Data Protection Officer:

Sue Allport
Cornwall Housing
Chy Tревail
Beacon Technology Park
Bodmin
PL31 8FR
Tel: 0300 1234 161
Email: dataprotection@cornwallhousing.org.uk

What to do if you don't agree with something

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No. 0303 123 1113 <https://ico.org.uk/concerns/>.

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