

Privacy Notice

Why are we asking for your personal information?

We require your personal data to provide you with support and advice to help you to adapt your home for your needs. We will use it to

- assess your eligibility for a grant,
- to identify if you've previously had a grant,
- to complete works needed to your home, and
- to refer you to other services who can help you to remain independent in your home (with your agreement)

As a shared service operating across Cambridge City, South Cambs and Huntingdonshire, your information will be accessible to the Grants Officers who are the grant to pay for your work.

Where you are required to make a financial contribution go the work, we will try to identify agencies and charities that may be able to help with this.

As part of the grant application process, we will, where required, also contact your landlord and other council services such as Planning or Building Control on your behalf.

We will only ask for information which is relevant.

We will only keep your information where it is lawful for us to do so.

This is a (Public task) Statutory Duty as laid out in the Housing Grants, Construction and Regeneration Act 1996, we cannot process your request/application unless you provide this personal information. If you do not or if you refuse to allow us to share information we will not be able to carry out the service for you and cannot be held responsible for any consequences to you of it not being carried out. If we cannot retain, transfer and process your data, we will not be able to meet the mandatory requirements of a grant application or fulfil our contractual duties as a shared service. As such Cambs Home Improvement Agency will not be able to complete the adaptations needed to your home which may in turn, affect your future safety in your home.

You hold the following rights with regard to the personal data you provide us:

Right to Access – You have the right to access (receive a copy) of your personal data and supplementary information.

Right to Rectification – You have the right to have any inaccurate or incomplete personal data rectified.

Right to object to us processing your personal data where you have an objection on “grounds relating to your particular situation”.

Right to Restriction – You have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

Sharing your information

We may share your personal data with:

- Cambridge City Council/South Cambs District Council and Huntingdonshire District Council (for building control, planning, the grant application and proof of benefits)
- Cambridgeshire County Council (mainly social services)
- Your landlord or property owner
- Land Registry
- Cambs and Peterborough Foundation Trust (Health)
- The contractor selected to complete your work
- Specialist advisors ie: structural engineers, Transco, UK power networks

Some of the above services may change to another provider as part of a retendering process, where this happens; we will share your information with the organisation that has replaced the one on the above list.

We may process the information you provide to prevent and detect fraud in any of our systems and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the governments National Fraud Initiative.

If any of the information we have about you is incorrect, please tell us, we are reliant on you assisting us to keep your information accurate and up to date.

Retention of your personal information

We only keep your information as long as necessary, for some items this will be dictated by law. You can find out more by looking at the Councils Retention Policy on the web site. Generally, information relating to Disabled Facilities Grants is retained for 6 years. However, there are different elements within the process which may require longer or shorter retention periods for instance: if an applicant has a land charge to pay after the works are completed, the district council will retain your information for a number of years beyond the point when the charge is repaid.

We will only transfer information on a need to know basis i.e.: we will need to disclose your name and address and telephone number to contractors to enable them to contact you to provide quotes for the work. As already mentioned, we will also speak to representatives from health and social care to fulfil and clarify your needs. We are also obliged to seek your landlord's consent before works are completed to your home and may need to advise them about the work that has been completed on their property.

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

Cambridge City Council is a registered Data Controller with the Information Commissioners Office.

You can find out more about how we handle your data by visiting the Councils Privacy Notice page on the web site. If you have a query regarding your rights please contact the Data Protection Officer who can be contacted by emailing 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.

You have the right to lodge a complaint with the Information commissioners Office (ICO) should you believe any part of this statement to be unlawful.

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Please contact the Information Governance Team if you would like support with preparing your privacy statement and for review before publication.

[Infogov@3csharedservices.org](mailto:infogov@3csharedservices.org)