

PRIVACY NOTICE – Housing, Customer & Building Services – Applying for Housing

This notice is provided for clarification on what data the council may require in order to process housing applications, homeless applications and provide advice and assistance regarding housing options.

This information is required by the council in order to carry out its duties in accordance with The Housing (Scotland) Act 2001 and Homelessness (Scotland) Act 2003.

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

Under data protection law, the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting us, [please click this link to see the contact details section on this form](#)
- b) We have a legal obligation - We have statutory functions to process these applications for housing in terms of the Housing (Scotland) Act 2001 and Housing (Scotland) Act 2014.
- c) We need it to perform a public task - Where necessary to perform a task carried out in the public interest or in the exercise of official authority vested in us to provide social housing and housing advice and information.

Most of the personal information we process is provided to us directly. We also receive personal information indirectly.

WE COLLECT	FROM	FOR
Your Name	You Directly	To identify you
Your Address and Address History	You Directly	To identify you

Your Contact Information	You Directly	To contact you
Your Date of Birth	You Directly	To identify you
Details of your enquiry	You Directly	To contact you and to assist you
Your Medical Information	You Directly	To determine your points
Your National Insurance Number	You Directly	To identify you
Details of your Household and your Housing Circumstances	You Directly	To determine your points
Disability, Equality and Demographic Information	You Directly	To determine property suitability
Your Application Preferences	You Directly	To match you to a suitable property

HOW LONG DO WE KEEP YOUR INFORMATION AND WHO WILL WE SHARE IT WITH?

WE COLLECT	WILL BE KEPT FOR	WE WILL SHARE IT WITH
Your Name Your Address Your Contact Information Your Date of Birth Your National Insurance Number	The council will retain your housing application for the current year plus an additional 6 years unless you go on to become a council tenant, in which case this application will be retained within your tenancy documents.	Scottish Government for statistical data Common Housing Register Partners Police Scotland (On formal request) Other Landlords Department of Work & Pensions Support Partners e.g. Women's Aid NHS
Details of your enquiry Your Medical Information	The council will retain your housing application for the current year plus an additional 6 years unless you go on to become a council tenant,	Scottish Government for statistical data Common Housing Register Partners Police Scotland (On formal request)

Details of your Household and your Housing Circumstances Disability, Equality and Demographic Information Your Application Preferences	in which case this application will be retained within your tenancy documents.	Other Landlords Department of Work & Pensions Support Partners e.g. Women's Aid NHS
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The Council may also provide personal information to third parties, but only where it is necessary, either to comply with the law or where permitted under data protection legislation.

YOUR 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.

To make a request contact us, [please click this link to see the contact details section on this form](#)

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to contact you and keep your application current and correct.

If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

OUR CONTACT DETAILS

Name:	HCBS Information Team
Address:	West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF
Phone number:	01506 280000
Email:	HCBS_InformationRequest@westlothian.gov.uk
Name:	HCBS Information Team

FURTHER INFORMATION

If you have any questions or concerns about how your information is used, please contact us at the address above.

You can also contact:

The Data Protection Officer, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: DataProtectionOfficer@westlothian.gov.uk

More information about data protection and how it applies to you, including how to make a complaint, is available from the Information Commissioner's Office at <https://ico.org.uk/>

The Information Commissioners address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 1113