

The Affordable Housing Gateway: PRIVACY POLICY YOUR PERSONAL INFORMATION

The Affordable Housing Gateway (AHG) sits within Customer and Local Services, however this privacy policy relates only to the Affordable Housing Gateway.

Personal information is anything that can identify you as an individual, either on its own or by reference to other information.

We are serious about looking after your personal information and protecting your privacy because we want you to have trust and confidence in our office and the work we do.

We'd like to explain how we look after your personal information and protect your privacy.

There are rules about what personal information we process. When we say "process" we mean how we collect, record, hold, use, share and ultimately dispose of your information.

You have rights relating to your personal information. Your rights here in Jersey are explained in the [Data Protection \(Jersey\) Law 2018](#). They are also described below.

All data processing we undertake is carried out under the requirements of the Data Protection (Jersey) Law 2018.

In line with the Data Protection Law Customer and Local Services are registered with the Office of the Information Commissioner as a Processor.

The Data Protection Law requires us to have a privacy policy which tells you how we process your information.

Your records are held in electronic format.

Why we process your personal information

We process your information so that we can:

- provide you with the services you request from us
- assess your need for housing and place you into a priority band for housing. The Housing Providers have remote access to your application and will offer suitable accommodation when available.
- respond effectively to your enquiries or enquiries from other permitted bodies e.g. Housing Providers
- update you with new or changed services
- investigate complaints
- investigate possible fraudulent activity
- manage safeguarding and public protection concerns
- update other Government and organisations we work with, with relevant information about you. We will only share data if we have a legal basis to do so, or failing that, we will seek your consent.

Automated decision making: We have no automated decision making.

How we use information

Sometimes we may use your personal information to:

- develop policies and services
- review and plan for services
- help with audit and accounting
- develop learning and training
- improve communication and help prevent fraud and error
- provide statistical information to Government and the States Assembly
- respond to Freedom of Information Requests
- protect the public

Types of personal information we process

Information about you that we may process includes:

- basic personal details such as your name(s), address, date of birth, residential status, social security number, financial information, income support status, pets information
- your contact details; telephone, address or email
- records of visits or contacts you've had with us
- special category data including medical information and criminal record information (only if applicable)

Where we get your personal information from

We get your personal information from:

- the information you supply to us, for example when you complete our forms, speak to us on the phone, face to face or communicate with us by email or letter
- other Government of Jersey Departments,
- people or organizations where the Law allows them to share information about you with us
- Supporting organisations and agencies that may be working with you and /or your family who may provide supporting documents in the form of a letter or email
- Housing Providers

Emails

We may use email to communicate with you in relation to the services we provide. For security reasons we will keep any personal information to a minimum in any email we send to you.

If you email us, we may keep a copy of your email address and the email as part of your record. We suggest that you keep the amount of confidential information you send to us via email to a minimum.

We will not share your email address or your email contents unless it is:

- to provide a service to you

- comply with a legal obligation
- permitted under other legislation
- permitted because you have given your consent

How your information is protected

Protecting your privacy and looking after your personal information is important to us. We work hard to make sure that we have the right policies, training and processes in place to protect our manual and electronic information systems from loss, corruption or misuse.

We take reasonable steps to make sure that we keep your personal information safe in line with best practice, the Data Protection Law and any other relevant Laws.

Our staff:

- where appropriate in law, have a legal duty to keep your information confidential
- receive training on the Data Protection Law

We only hold your information for as long as it is needed. The time periods we keep your information for are listed in our retention schedule.

Transferring your information to other countries

We do not transfer your data to other countries

Sharing your information

Where relevant to your application, the data supplied by you will be verified with the Population Office, your employer, your social security records, Revenue Jersey, your parish authority your GP or other medical agencies.

We may share your data as appropriate within Customer and Local Services, with Revenue Jersey, Population Office, registered social Housing Providers or their managing agents.

Your information will not be disclosed to any other party, or used for any other purpose, without your prior consent.

Anonymised statistical data from the Affordable Housing Gateway will be used to inform Strategic Policy, Planning and Performance (SPPP) on future demand.

Publication of your information

We publish anonymised data on our website relating to housing demand.

Telephone Calls

When you speak to one of our advisors it is possible that the call will be recorded. These recordings are used for training and quality purposes and are kept for a short time before being deleted. File notes of when and why you called may be taken for record keeping purposes. We will not pass on the content of your telephone calls, unless it is necessary for us to do so; either to fulfil your request for a service; to comply with a legal obligation, or where permitted under

other legislation.

Your rights regarding the personal information we hold about you

Under the Data Protection (Jersey) Law 2018, you have certain rights relating to the information we process about you. These rights are to:

- be told and understand what your information is being used for
- access your record and receive it in an easy to use format
- ask us to make amendments to information we hold about you which is incorrect. We may ask you to provide evidence of information that needs to be changed
- withdraw any consent you may have previously given us
- object to us processing your information. If you do object then we can only stop processing your information if the Law allows us to.

If you want to find out more about your rights, or make a complaint about how your information is being handled, contact our Data Protection Officer using the contact information below.

If you are not satisfied with our response, contact the Jersey Office of the Information Commissioner.

Access to your record

Information we hold about you can be accessed by:

- you
- staff at CLS and the housing providers carrying out their duties
- other people (third parties) who have a legal right such as auditors, Tribunals or Courts

On rare occasions, there may be legal restrictions which mean staff may not be able to share some information with you.

For information we may hold about you, you are legally entitled to request a copy. You can submit a subject access request (SAR) using the online form.

Complaints

If you have an enquiry or concern regarding the Government of Jersey processing your personal data you can:

- call +44 (0) 1534 44444
- [email Customer and Local Services](#)
- write to us at Customer and Local Services, PO Box 55, La Motte Street, St Helier, Jersey, JE4 8PE

You can also complain to the Information Commissioner about the way your information is being used by:

- [email the Information Commissioner](#)
- calling +44 (0) 1534 716530
- writing to Office of the Information Commissioner, Second floor, 5 Castle Street, St Helier, Jersey, JE2 3BT

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