

Council Services Privacy Notices

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1. Communities & Neighbourhoods

Arts & Culture

Council Service	Arts & Culture
The reasons we use your data	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • Assessing the quality of our services • Communications • Research Inc. consultations • Monitoring and evaluation of services • Promotion of services • Use of photographs & videos for service promotion
Why we are allowed to use your data	Legal obligation or public task under various UK laws including but not limited to: Consent—for providing information about updates, marketing, invites & consultation
Who we can share your data with	Not Applicable
Other sources that we receive your information from	Not Applicable
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

CCTV

Council Service:	CCTV
The reasons we use your information	<ul style="list-style-type: none"> • To maintain and improve public safety • To collect evidence of crime • To deter and detect crime • To reduce fear of crime • To provide evidence of crimes for the justice system • To provide evidence for civil litigation • To protect council property and assets
Why we are allowed to use your information	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • Crime and Disorder Act 1998 • Criminal Justice and Public Order Act 1994
Who we can share your information with	<ul style="list-style-type: none"> • Police and other statutory law enforcement agencies • Judicial Agencies e.g. Courts • Emergency Services • Immigration Services • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Solicitors
Other sources that we receive your information from	Not applicable
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Community Development, Local Community Budgets, Co-operative Youth Fund, Resident Involvement, Neighbourhood Wardens & Community Inclusions Report

Council Service	Community Development , Local Community Budgets ,Co-operative Youth Fund, Resident Involvement, Neighbourhood Wardens & Community Inclusions Report
The reasons we use your information	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • Monitor equalities issues • Statutory requirements e.g. reporting to Government, safeguarding adults and children • Financial transactions • Research inc. consultations • Providing Community Grants • To carry out research including consultations • Consultants carrying out work and services on the Council’s behalf • Statutory requirements e.g. reporting to Government, safeguarding adults and children • Service delivery • Regulatory and enforcement functions • Prevention and detection of crimes • Financial transactions • Monitor equalities issues
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • The Freedom of Information Act 2000 • Equality Act 2010 • The Localism Act 2011 • The Anti-social Behaviour Act 2003 • The Anti-social Behaviour, Crime & Policing Act 2014 • The Environmental Protection Act 1990 • The Terrorism Act 2000 • Children Act 1989 & 2004 • Care Act 2014 • Serious Crime Act 2015 • Working Together to Safeguard Children 2015 • Consent- for meeting attendance forms
Who we can share your information with	<ul style="list-style-type: none"> • Elected Members & MP’s (as your representative) • Other internal council services • Police • Judicial agencies e.g. courts, prisons • Police • Children Services • Adult Care Services
Other sources that we receive your information from	From other SBC service units
How long do we keep your information	In accordance with the Council’s retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Community Safety Team

Council Service	Community Safety
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, safeguarding adults & children • Service delivery • Service improvement and planning • Regulatory and enforcement functions • Prevention and detection of crime • Financial transactions • Research inc. consultations
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws including, but not limited to</p> <ul style="list-style-type: none"> • The Anti-social Behaviour Act 2003 • The Anti-social Behaviour, Crime & Policing Act 2014 • The Environmental Protection Act 1990 • The Localism Act 2011 • The Terrorism Act 2000 • Children Act 1989 & 2004 • Care Act 2014 • Serious Crime Act 2015 • Working Together to Safeguard Children 2015 • Violent Crime Reduction Act 2006 • Housing Act 1985 • Vehicles (Crime) Act 2001 • Clean Neighbourhoods and Environment Act 2005
Who we can share your information with	<ul style="list-style-type: none"> • Judicial Agencies e.g. courts, prisons • Police • Probation Service • Children's Services • Adult Care Services • Internal Council Services • Fire Service • National Health Service • Education Providers • Other Local Authorities • Immigration Service • Government Departments • Safeguarding Boards • Elected Members & MPs (as your representative) • Funding Bodies • Solicitors • Care service providers • Other Support Agencies
Other sources that we receive your information from	From other SBC service units
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Community Transport

Council Service:	Community Transport
The reasons we use your information	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws relating to a specific council services</p> <p>Consent- for Community Transport</p>
Who we can share your information with	<ul style="list-style-type: none"> • Police • Health Agencies
Other sources that we receive your information from	Not applicable.
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Museum

Council Service:	Museum
The reasons we use your data	<ul style="list-style-type: none"> • Service delivery • Communications • Statutory requirement • Prevention and detection of crime
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Public Libraries and Museums Act 1964 <p>Legitimate interest – CCTV, Museum Volunteer applications and Museum Volunteer Equality Monitoring Forms</p> <p>Consent- for marketing purposes</p>
Who we can share your data with	We will not disclose your personal information to third parties.
Other sources that we receive your information from	From other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy.
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

Play Service

Council Service:	Play Service (Children & Young people 5-14 years)
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government • Service delivery • Service improvement and planning • Prevention and detection of crime • Financial transactions • Research Inc. consultations • Safeguarding Children & Adults • Children's Social Care

Council Service:	Play Service (Children & Young people 5-14 years)
	<ul style="list-style-type: none"> • Support children and monitor progress • Assess the quality and promote our services • Evaluate and improve our policies • Identification of families eligible for inclusion in Families-First Programme • Use of photographs taken to promote our service
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Children Act 2006 • The Health & Social Care Act 2012 • The Childcare (General Childcare Register) Regulations 2008 • Childcare (Welfare & Registration Requirements) (Amendments) Regulations 2014 • The Childcare (Supply and Disclosure of Information) (England) Regulations 2007 <p>Consent- for photographs taken to promote our service</p>
Who we can share your information with	<ul style="list-style-type: none"> • Hertfordshire County Council – safeguarding • Local hospitals (emergency situation) • Police • Department for Education and their agencies • Children’s Social Care • Early Help services • Safeguarding Boards
Other sources that we receive your information from	Not applicable
How long do we keep your information	In accordance with the Council’s retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Resident Involvement

Council Service:	Resident Involvement
The reasons we use your information	<ul style="list-style-type: none"> • To carry out research including consultations • Consultants carrying out work and services on the Council’s behalf
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws including, but not limited to:</p> <ul style="list-style-type: none"> • The Localism Act 2011 <p>Consent- for meeting attendance forms</p>
Who we can share your information with	Not Applicable
Other sources that we receive your information from	Other SBC service units
How long do we keep your information	In accordance with the Council’s retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Sport & Wellbeing Service

Council Service:	Sport and Wellbeing Service
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government and funders • Service delivery • Service improvement and planning • Assessing the quality of our services • Communications • To provide information to support freedom of information & data protection requests • For health and safety reasons • Prevention and detection of crime • Financial transactions • Research Inc. consultations • Safeguarding Children and Adults • Children and Adults Social Care • Monitoring and evaluation of services • Development of policy • Promotion of services • Use of photographs & videos for service promotion
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Health and Social Care Act 2012 • Equality Act 2010 • Social Value Act 2012 • The Children Act 2006 • Data Protection Act 2018 • Local Government Act 1972 • Mental Health Act 2017 <p>Legitimate interest – Volunteer applications and Volunteer Equality Monitoring Forms</p>
Who we can share your data with	<ul style="list-style-type: none"> • Other Local Authorities including Hertfordshire County Council • Internal council services • Health agencies • Funding bodies • Emergency services • Police • Safeguarding Boards • Elected members • Contractors/Partners providing services on our behalf
Other sources that we receive your information from	From other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

2. Corporate Services

Constitutional Services

Council Service:	Constitutional Services
The reasons we use your data	<ul style="list-style-type: none"> To confirm your identity to provide some services To enable us to meet all legal and statutory obligations and powers including any delegated functions To inform you of the outcome of an investigation, application, enquiry or request To seek your views, opinions or comments For invitations to civic events To notify you of changes to our facilities, services, events and staff, and other roles / responsibilities
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> Local Government Act 1972 Local Government Act 2000 Localism Act 2011 Licensing Act 2003 House to House Collections Act 1939 Art 6(1)(e) of the General Data Protection Regulation (GDPR) - to perform our public tasks
Who we can share your data with	<ul style="list-style-type: none"> Elected Members Independent Persons on standards complaints cases Other local councils e.g. for joint events Partner organisations e.g. community safety partnership Relevant internal services
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Communications & Marketing

Council Service:	Communications and Marketing
The reasons we use your data	<ul style="list-style-type: none"> To provide information and publicity regarding their services and matters of interest to the community For distributing press releases To inform you about our products and services and obtain opinions about them. To gain your permission to film or photograph you
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> Local Government Act 1972 Local Government Act 1986
Who we can share your data with	Not applicable

Council Service:	Communications and Marketing
Other sources that we receive your information from	Not applicable
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Customer Focus

Council Service:	Customer Focus (Complaints Handling)
The reasons we use your information	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • General complaint handling
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • The Freedom of Information Act 2000 • Data Protection Act 2018 • Health and Social Care (Community Health and Standards) Act 2003 • Children Act 1989 • Local Authority Social Services and National Health Service • Complaints (England) Regulations 2009 • Immigration Act 2016 <p>Consent – General queries & complaints</p>
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Local Government & Social Care Ombudsman • Housing Ombudsman • Elected Members & MP (as your representative)
Other sources that we receive your information from	From other SBC service units
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Customer Service Centre

Council Service:	Customer Service Centre
The reasons we use your information	<ul style="list-style-type: none"> • Service delivery – including processing of payments • Service improvement and development • Analysis of satisfaction information • Handling of applications for Housing and Housing Benefits • Facilitate access to services
Why we are allowed to use your information	<p>Legal Obligation or Performance of a public task for queries relating to a specific council service</p> <p>Consent – for initial handling of queries</p>
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Other Local Authorities • Police • Hertfordshire County Council (Adult Care & Children’s Services) • Elected Members
Other sources that we receive your	Other SBC service units
How long do we keep your information	In accordance with the Council’s retention policy
When computers make any decisions	Not applicable
When your information gets sent to other countries	Not applicable

Electoral Services

Council Service:	Electoral Services
The reasons we use your data	<ul style="list-style-type: none"> • To maintain the electoral register. The electoral register is a public document which can be viewed by appointment only under strict control. • To administer elections and referenda • To employ casual staff to assist in the administration of electoral registration and elections/referenda
Why we are allowed to use your data	<p>The Electoral Registration Officer and Returning Officer are legally required to process your personal data in relation to preparing for and conducting Elections.</p> <p>The legal obligation or public tasks under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Local Government Act 1972 • Representation of the Peoples Act 1983 • Representation of the People Regulations 2001 • Electoral Administration Act 2006 • Electoral Registration and Administration Act 2013
Who we can share your data with	<ul style="list-style-type: none"> • Registered political parties, elected representatives, candidates, election agents and other permitted participants for electoral purposes only • Credit reference agencies, The British Library, UK Statistics Authority, the Electoral Commission and other statutory recipients of the Electoral Register • Details of whether you have voted (but not how you have voted) to those entitled by law to receive it after an election • Contracted electoral management software providers (maintenance of

Council Service:	Electoral Services
	<p>registration and election databases)</p> <ul style="list-style-type: none"> Contracted printers (printing of poll cards, postal voting packs and other election material) National Fraud Initiative for Crime prevention or the detection of fraud <p>To verify your identity, the data you provide will be processed by the Individual Electoral Registration Digital Service managed by Cabinet Office. As part of this process your data will be shared with the Department for Work and Pensions and the Cabinet Office suppliers that are data processors for the Individual Electoral Registration Digital Service002E</p> <p>You can find more information about this here https://www.registertovote.service.gov.uk/register-to-vote/privacy.</p> <p>If your details are in the Open version of the Electoral Register, your name and address can be sold to third parties who may use it for any purpose. You can opt -out of this version at any time.</p>
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Only for Overseas Electors; to send postal voting packs and other electoral materials/communications

Human Resources

Council Service:	Human Resources
The reasons we use your data	<ul style="list-style-type: none"> Employment of staff Performing employment relationship Statutory requirements e.g. reporting to Government and statutory returns Service delivery Service improvement and planning Regulatory, licensing and enforcement functions Prevention and detection of crime Financial transactions Research Traded services Equal Opportunities Monitoring
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> The Employment Rights Act 1996 The Equal Pay Act of 1970 The National Minimum Wage Act 1998 The Working Time Directive 1999 The Employment Relations Act 1999 Health and Safety at Work Act 1974 The Equality Act 2010 The Public Sector Equality Duty 2011

Council Service:	Human Resources
	<ul style="list-style-type: none"> • Equality Act 2010 • The Localism Act 2011 • The Agency Worker Regulations 2011 • The Fixed Term Worker Regulations 2001 <p>Legitimate Interest- Research, Service Improvement & Planning</p>
Who we can share your data with	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Children Social Care • Adults Social Care • Probation Service • Health Agencies inc. occupational health providers • Education Providers • Government Departments e.g. DWP, HRMC, Education, S4c • Immigration Services • Disclosure & Barring Service • Regulatory Bodies • Pension Providers • Trade Unions • Elected Members & MPs (as your representative) • Commissioned partners e.g. staff benefit scheme • Other businesses/organisation (references, market pay organisations) • Employment Agencies • Contractors providing IT services
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Local Land Charges

Council Service:	Local Land Charges
The reasons we use your data	<p>To complete and return to the appropriate person searches submitted to the Local Land Charges Department. The information is stored on the Local Land Charges system and held indefinitely.</p> <ul style="list-style-type: none"> • Service delivery - Delivery of a Local Authority Search • Financial transactions • Communications - contact by post, email or telephone.
Why we are allowed to use your data	<p>The legal obligation or public tasks under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Local Land Charges Act 175 • The Local Land Charges Rules 1977
Who we can share your data with	<p>To ensure that Land Charges provides you with an efficient and effective service we will sometimes need to share your information between teams within the council as well as with our partner organisations. We may disclose your information to others, but only where this is necessary, either to comply with our legal obligations or as permitted by Data Protection legislation.</p>
How long do we keep your information	In accordance with the Council's data retention policy

Council Service:	Local Land Charges
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Member Services

Council Service:	Member Services
The reasons we use your data	<ul style="list-style-type: none"> • Inform Elected Members/MPs/Volunteers and • Members of the Public about civic events and meetings.
Why we are allowed to use your data	<p>The legal obligation or public tasks under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Data Protection Act 2018
Who we can share your data with	<ul style="list-style-type: none"> • Councillors and MPs • Stevenage Borough Council's Leisure Services Team
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

3. Housing

Home Ownership

Council Service:	Home Ownership
The reasons we use your data	<ul style="list-style-type: none"> • To process lease tenancy agreements • To process Right to Buy Applications • To ensure service delivery, improvements and planning. • To administer financial accounts • To detect and prevent fraud and crime • To carry out research including consultations
Why we are allowed to use your data	<p>Legal obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Housing Acts 1988, 1996, 2002, 2004 • The Homelessness Reduction Act 2017 • The Landlord and Tenant Act 1987 • Prevention of Social Housing Fraud (Power to Require Information) (England) Regulations 2014 • Housing and Planning Act 2016 • The Localism Act 2011 • The Commonhold and Leasehold Reform Act 2002
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Health Agencies • Education Providers

Council Service:	Home Ownership
	<ul style="list-style-type: none"> • Other Local Authorities • Immigration Service • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.) and IT services • Elected Members & MPs (as your representative) • Funding Bodies • Valuers • Solicitors • Individual / 3rd Party Lenders if you apply for a loan with us
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Independent Living

Council Service:	Independent Living
The reasons we use your information	<ul style="list-style-type: none"> • To provide Independent Living / Flexicare, Careline and community support services • Financial transactions • Statutory requirement e.g. reporting to Government • Service delivery • To ensure service delivery, improvements and planning • To detect and prevent fraud. • To carry out research including consultations. • To assess and assist housing needs
Why we are allowed to use your information	<p>Legal obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Housing Acts, 1985, 1988, 1996, 2002, 2004 (as amended by the Homeless Act) • Homeless Reduction Act 2017 • The Landlord and Tenant Act 1987 • The Protection from Eviction Act 1997 • Care Act 2014 • Children Act 1989 and Working together to Safeguard Children 2015 • Mental Health Act 2017 • Crime and Disorder Act 2014
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Fire Service • National Health Service • Education Providers • Other Local Authorities • Immigration Service

Council Service:	Independent Living
	<ul style="list-style-type: none"> • Government Departments • Safeguarding Boards • Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.) and IT services • Elected Members & MPs (as your representative) • Funding Bodies • Solicitors • Care service providers • Other Support Agencies
Information we obtain from other sources	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Fire Service • Health Agencies • Education Providers • Other Local Authorities • Immigration Service • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.) and IT services • Elected Members & MPs (as your representative) • Funding Bodies • Solicitors • Other SBC departments
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Housing-Investment

Council Service:	Housing Investment
The reasons we use your data	<ul style="list-style-type: none"> • Process Aids and Adaption referrals • Process requests for works • Provide information regarding improvement works to your home • Inform Contractors/suppliers and consultants during procurement and delivery of building works on site • Safeguarding • Satisfaction surveys • Service delivery, improvements and planning • Complaint Handling • Carrying out inspections and tests • Research and consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • Chronically Sick and Disabled Persons Act 1970 • Environmental Protection Act 1990 • Housing Act 2004 • Housing Act 1996

Council Service:	Housing Investment
	<ul style="list-style-type: none"> • Housing Act 1985 • Local Government and Housing Act 1989
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Occupational health • Safeguarding • Approved Contractors carrying out reactive & programmed works on the Council's behalf • Consultants carrying out work and services on the Council's behalf • Elected Members and MP's • Fire and Rescue Services • Emergency Services. • Solicitors • Other SBC service units
Information collected from other sources	<ul style="list-style-type: none"> • Internal Council Services • Councillors • Contractors • Occupational Health • Hertfordshire County Council Adult Care Services • Hospitals • Hertfordshire County Council Adult Disability & Learning Teams • NHS Children Services
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Lettings

Council Service:	Lettings
The reasons we use your data	<ul style="list-style-type: none"> • To process housing register applications • To process medical assessments • To ensure service delivery, improvements and planning. • To administer financial accounts • To detect and prevent fraud and crime
Why we are allowed to use your data	<p>Legal obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Housing Acts 1988, 1996, 2002, 2004 • The Homelessness Reduction Act 2017 • The Landlord and Tenant Act 1987 • The Localism Act 2011 • The Commonhold and Leasehold Reform Act 2002 • Statutory guidance on social housing allocations for local authorities in England June 2012 <p>Consent – for Consultations, Better Removals</p>
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Medical Assessment Partners • Property Decorators (decoration allowances)

Council Service:	Lettings
	<ul style="list-style-type: none"> • Appointed furniture removal contractors • Registered Social Landlords • Private sector landlords
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Housing Options

Council Service:	Housing Options
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirement e.g. reporting to Government • Service delivery • To provide housing advice • To assess and assist housing needs • To detect and prevent fraud
Why we are allowed to use your data	<p>Legal obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Homelessness Act 2003 • Housing Act 1996 • The National Assistance Act 1948
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Police • Health Agencies • Education Providers • Other Local Authorities • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Elected Members & MPs (as your representative) • Funding Bodies • Solicitors • Social Services • Probation Service • Housing Providers • Employers
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Housing Supply - Managing Next Step Lets

Council Service:	Housing Supply Managing Next Step Lets
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirement e.g. reporting to Government • Service delivery • To provide housing advice • To assess and assist housing needs • To detect and prevent fraud • To promote our service • To facilitate our landlord and tenant matching service • For improving our services with feedback/surveys
Why we are allowed to use your data	Legal obligation or performance of a public task under various UK laws including but not limited to: <ul style="list-style-type: none"> • Homelessness Act 2003 • Housing Act 1996 • The National Assistance Act 1948 • Legitimate interest – to promote our services
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Police • Health Agencies • Education Providers • Other Local Authorities • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Elected Members & MPs (as your representative) • Funding Bodies • Solicitors • Social Services • Probation Service • Housing Providers • Employers • Landlords & tenants
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Tenancy Services

Council Service:	Tenancy Services
The reasons we use your data	<ul style="list-style-type: none"> • Process your tenancy application • Assist with benefit and social security claims • Report safeguarding issues
Why we are allowed to use your data	Legal Obligation under various UK laws including but not limited to: <ul style="list-style-type: none"> • Localism Act 2011 • Social Security Administration Act 1992 • Prevention of Social Housing Fraud Act 2013

Council Service:	Tenancy Services
	Contractual Obligation - for processing tenancy applications
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Advisory & Support Services • Emergency Services • Health Agencies • Education Providers • Other Local Authorities • Immigration Service • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.) and IT services • Elected Members & MPs (as your representative) • Funding Bodies • Valuers • Solicitors • Individual/3rd Party lenders if you apply for a loan with us
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable.
When your information gets sent to other countries	Only in exceptional circumstances - Investigations regarding recovery of outstanding tenancy debt under the Prevention of Social Housing Fraud Act 2013

Tenancy Support

Council Service:	Tenancy Support
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirement e.g. reporting to Government • Service delivery • To ensure service delivery, improvements and planning. • To administer financial accounts • To detect and prevent fraud • To carry out research including consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Housing Acts, 1985 1988, 1996, 2002, 2004 (as amended by the Homeless Act) • Homeless Reduction Act 2017 • The Landlord and Tenant Act 1987 • The Protection from Eviction Act 1997 • Care Act 2014 • Children Act 1989 and Working together to Safeguard • Children 2015 • Mental Health Act 2017 • Crime and Disorder Act
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts

Council Service:	Tenancy Support
	<ul style="list-style-type: none"> • Police • Health Agencies • Education Providers • Other Local Authorities • Immigration Service • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.) and IT services • Elected Members & MPs (as your representative) • Funding Bodies • Solicitors
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

4. Finance, Estates & Housing Development

Finance

Council Service:	Finance
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government • Collection of council tax and rates • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime inc. fraud • Ordering of goods and services • Payment for goods and services • Payment of salaries, allowances and expenses • Collection of charges made for services provided • Collection of overpaid housing benefit or debt • Insurance claims • Financial transactions • Payroll transactions • Collection of debt • Research inc. consultations • Traded services
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Local Government Act 2003 • The Local Government Finance Act 1988 (rates) • The Local Government Finance Act 1992 (council tax) • The Localism Act 2011 • Local Audit and Accountability Act 2014

Council Service:	Finance
	<ul style="list-style-type: none"> • Contract - Traded Services • Consent – Consultations
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Banks • Other Local Authorities • Immigration Service • Government Departments e.g. HMRC, DWP • Investigation companies and bailiffs • Elected Members & MPs (as your representative) • Contractors providing IT services • Funding Bodies • Auditors
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Insurance

Council Service:	Insurance
The reasons we use your information	<ul style="list-style-type: none"> • Insurance service delivery • Insurance administration & claims handling • Communications with insurance brokers and insurance holders • Insurance fraud detection and prevention
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • Insurance Act 2015 • Ministry of Justice Reforms 2013 • Local Government Act 1972
Who we can share your information with	<ul style="list-style-type: none"> • Insurers • Police and other statutory law enforcement agencies • Judicial Agencies e.g. Courts • Emergency Services • Immigration Services • Government Departments • Safeguarding Boards • Solicitors • Loss adjustors
Other sources that we receive your information from	Internal Council services
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Housing Development & Estate Services

Council Service:	Estate Services & Housing Development
The reasons we use your data	<ul style="list-style-type: none"> • Granting, management & renewal of new Commercial Leases • Land and buildings- Sales to Purchasers • Financial transactions • Debt recovery • Service delivery
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including, but not limited to:</p> <ul style="list-style-type: none"> • Landlord & Tenant Act 1954 Part II • Environmental Protection Act 1990 • Housing Act 1985 • Housing Act 1989 • Housing Act 2004 <p>Contractual Obligation for: for Commercial Tenancies, Licences and other land and building agreements</p>
Who we can share your data with	<ul style="list-style-type: none"> • Internal Council Services – Legal & Finance • Solicitors • Property Managing Agents • Credit Reference Agencies
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Council Tax, Business Rates & Benefits

Available as a separate download from: <https://www.stevenage.gov.uk/privacy-policy>

5. Planning & Regulation

Business Relationship

Council Service	Business Relationship
The reasons we use your information	<ul style="list-style-type: none"> • Keep you up to date with news, events, initiatives & business support available to the business • Keep you informed about development opportunities across Stevenage
Why we are allowed to use your information	<p>Legal Obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Town & Country Planning Act 1990 • Local Government Act 2003

Council Service	Business Relationship
	Consent-for marketing purpose
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Police, Fire & Rescue Services- in case of emergency
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Engineering (including Civil Parking Enforcement)

Council Service	Engineering
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, public registers • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Financial transactions • Research including consultations • Communications
Why we are allowed to use your information	<p>Legal Obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Traffic Management Act 2004 • Taking Control of Goods (Fees) Regulations 2014 • Highways Act 1980 • Road Traffic Regulations Act 1984 • The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 • Town Improvement Clauses Act 1847 • Local Government Act 2003
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Government Departments • Consultees affected by proposed works • Other Local Authorities • Fire & Rescue Services • Elected Members • The General Public (via public registers) • Contractors/partners providing services on our behalf • Funding bodies • The Environment Agency
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Environmental Health

Council Service	Environmental Health
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, public registers • Service delivery • Regulatory, licensing and enforcement functions • Protecting or improving public health • Prevention & detection of crime • Service improvement and planning
Why we are allowed to use your information	<p>Legal Obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Animal Health Act 1981 • Animal Welfare Act 2006 • Anti-Social Behaviour, Crime & Policing Act 2014 • Building Act 1984 • Clean Air Act 1993 • Clean Neighbourhoods And Environment Act 2005 • Control Of Pollution Act 1974 • Dangerous Dogs Act 1991 • Dogs Act 1871 • Dogs Fouling Of Land Act 1996 • Energy Efficiency (Private Rented Property) (England And Wales) Regulations 2015 • Environment Act 1995 • Environmental Protection Act 1990 • European Communities Act 1972 • Food Safety Act 1990 (As Amended): • Food & Environmental Protection Act 1985 • Health And Safety At Work Etc, Act 1974** • Health Act 2006 • Housing Act 1985 • Housing Act 2004 • Housing & Planning Act 2016 • Housing Grants Construction And Regeneration Act 1996 • Regulatory Reform Act 2001 • Regulatory Reform (Housing Assistance) (England & Wales) Order 2002 • Local Government (Miscellaneous Provisions) Act 1976 • Local Government (Miscellaneous Provisions) Act 1982 • The Microchipping Of Dogs (England) Regulations 2015 • Noise Act 1996 • Pollution, Prevention And Control Act 1999 • Prevention Of Damage By Pests Act 1949 • Public Health Act 1936 • Public Health Act 1961 • Public Health (Control Of Disease) Act 1984 • Slaughter Of Poultry Act 1967 • The Smoke & Carbon Monoxide Alarm (England) Regulations 2015 • Water Industry Act 1991 • Wildlife And Countryside Act 1981
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Advisory & Support Services • Emergency Services

Council Service	Environmental Health
	<ul style="list-style-type: none"> • Health Agencies • Education Providers • Other Local Authorities • Immigration Service • Government Departments e.g. HMRC, DWP, DCLG • Safeguarding Boards • Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.) and IT services • Elected Members & MPs (as your representative) • Funding Bodies • Valuers • Solicitors • Individual / 3rd Party Lenders if you apply for a loan with us
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Licensing

Council Service	Licensing
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, public registers • Service delivery • Regulatory, licensing and enforcement functions • Protecting or improving public health • Prevention & detection of crime • Service improvement and planning
Why we are allowed to use your information	<p>Legal Obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Animal Boarding Establishment Act 1963 • Breeding Of Dogs Act 1973 • Caravan Sites Control Of Development Act 1960 • Dangerous Wild Animals Act 1976 • Gambling Act 2005 • Gaming Act 1968 As Amended By Licensing Act 2003 • Guard Dogs Act 1975 • Hypnotism Act 1952 • Licensing Act 2003 • Local Government (Miscellaneous Provisions) Act 1976 • Local Government (Miscellaneous Provisions) Act 1982 • The Lotteries And Amusements Act 1976 • Performing Animals Regulation Act 1925 • Pet Animals Act 1951 • Riding Establishments Acts 1964 And 1970 • Scrap Metal Dealers Act 2013 • Slaughterhouse Act 1974 • Sunday Trading Act 1994 • Town Police Clauses Act 1847

Council Service	Licensing
	<ul style="list-style-type: none"> • Town Police Clauses Act 1889 • Zoo Licensing Act 1981
Information collected from other sources	Other SBC service units
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Police • Health Agencies • Government Departments e.g. HMRC • Other sections of the Council e.g. Housing, Anti-social behaviour • Elected members & MP (as your representative) • The general public (through public registers) • Contractors providing pest control & dog control services
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Planning & Planning Policy

Council Service	Planning and Planning Policy
The reasons we use your information	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, public registers • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Financial transactions • Research including consultations • Communications and marketing
Why we are allowed to use your information	<p>Legal Obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Town and Country Planning Act 1990 • The Planning Act 2008 • The Planning & Compulsory Purchase Act 2004 • The Housing & Planning Act 2016 • The Planning (Listed Buildings & Conservation Areas) Act 1990 • The Localism Act 2011 • The Environment Act 1995 • The Environmental Protection Act 1990 • The Wildlife and Countryside Act 1981 • The Countryside and Rights of Way Act 2000 • The Self-build and Custom Housebuilding Act 2015
Information collected from other sources	Other SBC service units
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Judicial Agencies e.g. Courts • Police • Government Departments

Council Service	Planning and Planning Policy
	<ul style="list-style-type: none"> • Statutory Consultees for Planning Applications • Other Local Authorities • Resilience Forum • Fire & Rescue Services • Elected Members • The General Public (via public registers) • Contractors/partners providing services on our behalf • Funding bodies • The Environment Agency • LLEP
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Town Centre Management

Council Service	Town Centre Management
The reasons we use your information	<p>Town Centre Management will use your information to:</p> <ul style="list-style-type: none"> • Keep you up to date with news and events in Stevenage Town Centre • Keep you informed about new town centre initiatives • Keep you informed about your local indoor market, based in the town centre • Enable you to have a better experience in your town Centre • For service improvement
Why we are allowed to use your information	<p>Legal obligation or public task under various UK laws including, but not limited to:</p> <p>Economic Development Act 2012 Local Govt Act 2003</p> <p>As part of direct marketing, personal details can be requested in order to keep you informed. This is on a consent basis only; after opting in, you have the right to opt out at any time</p>
Who we can share your information with	<p>Town Centre management will only share your information with other relevant council departments. In the instance of new town centre initiatives, we will always ask for your permissions again for any new platforms</p> <p>We will not share your details with third parties</p>
Other sources that we receive your information from	Not applicable
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

6. Regeneration

Regeneration

Council Service	Regeneration
The reasons we use your information	<ul style="list-style-type: none"> • Public Consultations and feedback • Service delivery • Service improvement and planning
Why we are allowed to use your information	<p>Legal Obligation or performance of a public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • Localism Act 2011 <p>Consent- Consultations</p>
Who we can share your information with	Not applicable
Other sources that we receive your information from	Other SBC teams and service units
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

7. Stevenage Direct Services

Environmental Services

Council Service:	Stevenage Direct Services
The reasons we use your information	<ul style="list-style-type: none"> • Service delivery • Financial transactions • Service improvement and planning • Communications • To provide information to support freedom of information & data protection requests • Regulatory, licensing and enforcement functions • Assess the quality of our services • Insurance claims for vehicles & personnel • Query handling • Leaseholders service charges • Procurement • Provision of discretionary services • Allotment management
Why we are allowed to use your data	<p>Legal obligation or performance of a public task under various UK laws including, but not limited to:</p> <ul style="list-style-type: none"> • Local Government Act 2003 • Clean Neighbourhoods & Environment Act 2005 • Environmental Protection Act 1990 • Health & Safety at Work Act 1974 • Commons Act 2006 • Road Traffic Act 2006

Council Service:	Stevenage Direct Services
	<ul style="list-style-type: none"> • Housing Act 1985 • Housing Act 1988 • Local Authorities Cemeteries Order 1977 • Births and Deaths Registration Act 1953 • Local Government Act 1972 • Burial Act 1953 • Registration of Burials and Death Regulations 1987 • Allotment Act 1950 • Public Health Act 1907
Who we can share your data with	<ul style="list-style-type: none"> • Contractors providing housing s & garage services • Elected Members and MP's (as your representative) • Stevenage Borough Council Environmental Voluntary • Groups • Hertfordshire County Council • Funeral Directors, Memorial Masons & Environmental Health
Information collected from other sources	Other SBC service units
How long do we keep your information	In accordance with the Council's data retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Garages Management Services

Council Service:	Garages Management Services
The reasons we use your information	<ul style="list-style-type: none"> • Service Delivery • Garage applications • Maintaining a garage tenancy • Financial transactions • Service Improvement and Planning • Debt Recovery
Why we are allowed to use your information	<p>Legal Obligation under various UK laws including but not limited to: Local Authorities (Land) Act 1963</p> <ul style="list-style-type: none"> • Contractual Obligation – Garages tenancies • Consent - Garage invoicing details
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Approved contractors providing garage services (e.g. electricians, builders, etc.)
Other sources that we receive your information from	Not applicable
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Indoor Market

Council Service:	Indoor Market
The reasons we use your information	<ul style="list-style-type: none"> • Service Delivery • Market applications • Maintenance of market tenancies • Financial transactions • Service Improvement & Planning • Debt Recovery
Why we are allowed to use your information	Legal Obligation under various UK laws including but not limited to: <ul style="list-style-type: none"> • Local Authorities (Land) Act 1963 • Contractual Obligation – Market Licences • Consent – Market invoicing details
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • Approved contractors to maintain the indoor market building and the market stalls (e.g. electricians, builders, etc.)
Other sources that we receive your information from	Not applicable
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

Housing- Repairs

Council Service:	Repairs and Voids
The reasons we use your information	<ul style="list-style-type: none"> • Repairs & maintenance of your home • Service delivery • Financial transactions • Service improvement and planning • Communications • Assess the quality of our services • Insurance claims for repairs • Query handling • Leaseholders service charges • Procurement • Processing Recharges
Why we are allowed to use your information	<ul style="list-style-type: none"> • We may share your information with other sections of the Council and with third parties, but only where necessary for the purpose of performing our statutory duties delivering a service relating to the repairs and maintenance of your home • Local Government Act 1999 • Local Government and Housing Act 1989 • Disrepair and the Deregulation Act 2015 • Local Government Act 2003 • Housing Act 1988 • Consent- delivering a service relating to the repairs and maintenance of your home
Who we can share your information	<ul style="list-style-type: none"> • Internal Council Services

Council Service:	Repairs and Voids
with	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Other Local Authorities • Safeguarding Boards • Contractors & Third parties providing housing services (e.g. plumbing, electricians, gas operatives etc. • Elected Members & MPs (as your representative) • Solicitors • Other SBC service units
Other sources that we receive your information from	Other SBC service units
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable

8. Legal Services

Council Service:	Legal Services
The reasons we use your information	<ul style="list-style-type: none"> • To answer Freedom of Information & Data Protection requests and complaints. • To monitor Regulation of Investigatory Powers (RIPA) authorisations. • To manage legal cases
Why we are allowed to use your information	<p>Legal obligation under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Freedom of Information Act 2000 • The Data Protection Act 2018 • The Regulation of Investigatory Powers Act 2000 • The following areas of law / common law: Employment • Litigation • Commercial • Property • Planning • Environmental • Local Government • Judicial Review
Who we can share your information with	<ul style="list-style-type: none"> • Internal Council Services • National Regulators e.g. Information Commissioner's Office, Investigatory Powers Commissioner. • The Courts, judges, Crown Prosecution Service • Legal representatives of other parties • Expert witnesses • The Police and other crime enforcement agencies. • Other public authorities e.g. schools, NHS, councils, government departments (HMRC, DWP, Immigration etc.). • Land Registry • Debt collectors • Union representatives (with consent). • Elected Members & MPs (as your representative)

Council Service:	Legal Services
	<ul style="list-style-type: none"> • Contractors providing IT services
Other sources that we receive your information from	Not applicable
How long do we keep your information	In accordance with the Council's retention policy
When computers make any decisions about you	Not applicable
When your information gets sent to other countries	Not applicable