

## **Tenant Satisfaction Measures - Privacy Notice**

### **Your Information**

For the purposes of data protection laws, Stevenage Borough Council is the data controller for the processing of your information and registered with the Information Commissioner's Office.

The information you have provided will be handled in accordance with data protection provisions. We will use your information to contact you, so you are able to provide a response on your satisfaction levels of Stevenage Borough Council Housing department. We are required to use this information to carry out our statutory duties, as set out by the Regulator of Social Housing in meeting the Tenant Satisfaction Measures standard. Further information on the standard can be found here: <https://www.gov.uk/government/publications/tenant-satisfaction-measures-standard>

### **Sharing your information**

We will where necessary share your information with other internal Council services and appointed third parties for the specific purpose of completing the Tenant Satisfaction Measures surveys. When we do, we will ensure the processing of your information complies with data protection legislation.

All information will be processed within the UK and not outside the EU.

We will not disclose your personal information to any third parties for marketing purposes without your explicit consent.

### **Storing your information**

We will ensure to keep your information accurate and up to date and not retain it for longer than is necessary, in accordance with Council retention policies.

To help keep your information up to date:

- please provide us with accurate information
- tell us as soon as possible about any changes to your personal information
- tell us of any mistakes or inaccuracies in the information we hold about you

### **Your Rights**

You have rights over how your information is handled, including requesting a copy of it. To find out more about your rights or raise any questions or concerns, please visit the Council's website for further details or contact our Customer Service Centre on 01438 242666.

### **Making a complaint**

We will always try to help you with queries and respond appropriately to all requests regarding your information.

However, if you are not satisfied with how we handle your request, please first let us know to allow us to investigate. If you are still not satisfied with the outcome of our

investigation, you can complain to the Information Commissioner's Office at <https://ico.org.uk/> or

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF