

Privacy Notice

Housing is a service of Babergh & Mid Suffolk District Councils. This privacy notice explains how we use any personal information we ask you for in relation to the following: Tenant Services, Housing Solutions, Repairs and Maintenance.

What information do you collect about me?

We will collect various information about you in order to carry out our duty as the tenancy managers. This data will include, but is not limited to, your personal information, including contact and payment information.

Why do you collect this personal and contact information and how do you use it?

You are submitting information for either Tenant Services, Housing Solutions and Repairs and Maintenance, under the lawful basis of Public Task, and we require the information to update the requested registers (if applicable) and act on your applications or representations.

The information you provide will only be used for these purposes and we will only contact you should we require further information about your application. All your information will be processed in accordance with the General Data Protection Regulations and may also be used by us and our partners to deliver and improve this service. We will not disclose any personal information to any other third parties unless required to do so by law.

Email Communication

As your housing landlord it is our duty to keep you informed regarding your tenancy. In order to keep you informed we share your email address with our processing partner MailChimp to send you email updates relating to your tenancy. We need to use MailChimp as it provides the functionality to send bulk email updates to all of our tenants.

MailChimp data is held outside of the UK on secure servers. You can unsubscribe from our email communication list at any point by selecting the unsubscribe link which is part of every email communication.

The Council continually reviews all ICO guidance regularly and as a result when necessary updates its working practices to remain compliant with the UK GDPR and Data Protection Act 2018.

General Data Protection Regulation

Any personal information we capture about you is processed under the terms of The General Data Protection Regulation and the Council's Data Protection Policy.

Can I access the information you hold about me?

Under the Data Protection Act 2018, you can ask us for access to information that we hold about you. This is called a data subject access request; you can request this information verbally or in writing. To help you in this process and ensure we get as much information as possible about your request, please complete an online Data Subject Access Request form.

- [If you are a Babergh tenant, visit here](#)
- [If you are a Mid Suffolk tenant, visit here](#)

You will be required to provide proof of identity in person. We must respond to you within one month – if we feel the request is complex the Councils are allowed to apply an extension of this period. If the information is incorrect you must write to us and tell us what information is incorrect

and ask that it be corrected. If we do not agree that the information is incorrect you may ask us to record your disagreement. If you wish to complain about the way in which your request has been processed then your complaint will be dealt with as a stage two complaint in accordance with our complaints procedure. If, after an internal review, you are still unhappy with the decision, you have a right of appeal to the Information Commissioner, visit their page: [Information Commissioner, report a concern](#)

Where can I find out more information about the data?

See more about how we use your information, including details on the Right of Erasure here:

- [If you are a Babergh tenant, visit here](#)
- [If you are a Mid Suffolk tenant, visit here](#)

How can I contact you?

Please contact us if you have any questions about this privacy notice or information we hold about you by email at: <mailto:dataprotection@baberghmidsuffolk.gov.uk> or write to us at: Data Protection Officer Babergh & Mid Suffolk District Councils, Endeavour House, 8 Russell Road, Ipswich, IP1 2BX