



Privacy Notice – Stepping Home

Introduction

Stepping Home have provided this privacy notice to help you understand how we collect, use and protect your information whilst we assess your eligibility for the schemes we deliver.

The document below will describe how we may collect and process your personal information.

The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Definitions

Personal Data means any information related to an identified or identifiable natural (living) person ('**data subject**') i.e. a person that can be directly or indirectly identified by reference to a name, ID reference number, email address, location data, or physical, physiological, genetic, mental, economic, cultural or societal identifier

Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data, health, sex life or sexual orientation. Records of criminal personal data must also be treated in a similar way.

Data Controller determines the purposes and means of processing personal data.

Data Processor is responsible for any operation which is performed on personal data on behalf of the controller e.g. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.

Third Party is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.

Who we are

Stepping Home is a council led, multi-agency service comprising all Suffolk's Local Authorities, West Suffolk NHS Foundation Trust, East Suffolk & North Essex NHS Foundation Trust, West Suffolk Clinical Commissioning Group, East Suffolk Clinical Commissioning Group, and a range of community support organisations and charities. The project aims to increase patient outcomes, increase health and wellbeing, and provide a safe living environment to increase independence.

The Council is the 'data controller' for the information which is collated and processed. This means we are responsible for deciding how we can use your information. If you want more information regarding the services delivered, please go to our [website](#).

The Council regards lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.

The service is governed by legislation including the Housing Act 2004, the Caravan Sites and Control of Development Act 1960 and associated legislation.

The Data Protection Officer for ESC is Siobhan Martin, Head of Internal Audit, and can be contacted at dataprotection@eastsoffolk.gov.uk

How the law protects you

UK GDPR says that we are allowed to use personal information only if we have a proper reason to do so. More information on how the law protects you can be found on the [East Suffolk website](#).

Our Responsibilities

UK GDPR provides us with main responsibilities for processing personal data.

All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we process your personal information, we do so in compliance with UK GDPR.

For further information on our responsibilities, please see the [East Suffolk website](#).

Your Rights

The UK GDPR provides you with the following rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making
9. The right to withdraw consent
10. The right to complain

Requests in relation to your rights with regards to the personal data we hold should be made verbally or in writing to the Data Protection Officer.

For further information on your rights, please see the [East Suffolk website](#).

Your responsibilities

You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.

When do we collect information about you?

We collect information about you from different places, including:

- Information you provide to us
- Application forms completed by you or on your behalf
- Surveys
- Council held records
- County Council
- From professionals, such as health workers, who you authorise to share information with us

What information do we maintain?

The information about you which we will maintain will include:

- Name
- Address
- Date of birth
- Telephone numbers
- Email addresses
- Who lives with you
- Tenure of your property
- Tenancy agreements
- Landlord's details

In addition, for grant purposes:

- Income information including earnings and benefits supported by payslips and bank statements
- Capital held including account details and bank statements, details of other property or assets you own
- Health information

How do we use your information?

We will be using your information to:

- Investigate your housing conditions or other service request (this includes the Minimum Energy Efficiency Standard (MEES) project)
- Process your grant and determine eligibility for funding

We will not use your personal data for other purposes other than for what it was collated unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).

We do not use any automated decision making.

How long do we keep your information?

We will hold your personal information for 6 years for audit purposes, and you can request that your personal information is deleted at any time. You can request that your personal information to be deleted before any eligibility check has been conducted, you may not be entitled to access any of our current funding opportunities.

Data Sharing

We will share your personal information with:

- Suffolk County Council (ICO registration no Z5113825), the primary

fund holders of the Green Home Grants, and other members of the Suffolk Climate Change Partner for reporting and audit purposes

- Suffolk County Council's procured installers, Aran Insulation Ltd (ICO registration number Z8759909), CMC East Anglia Ltd (ICO registration number ZA563195), and Cornerstone East Anglia Ltd (ICO registration number ZA033914). This is necessary for quotation and installation of heating and insulation works.
- West Suffolk NHS Foundation Trust (ICO registration no Z6847094), for hospital admission and discharge liaison.
- West Suffolk Clinical Commissioning Group (ICO registration no Z3612881), for support and intervention in the community.
- East Suffolk and North Essex NHS Foundation Trust (ICO registration no Z6601302)
- East Suffolk Clinical Commissioning Group (ICO registration no Z3612955), for support and intervention in the community
- Other organisations and support groups identified with you as being necessary.

Transferring your information overseas

Currently, we do not transfer any personal information outside of the European Economic Area (EEA).

National Fraud Initiative (NFI)

We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see the [East Suffolk website](#).