

Privacy Notice – Empty Homes

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our revised privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Who we are

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. This means we will process and hold your personal data once you have completed and submitted the empty homes form.

What information do we collect

We collect your name, postal address, telephone number, email address and address of empty property owned by you to help us identify house ownership and make enquiries so we can encourage houses back into residential use.

Why we collect your data

We collect your personal data as part of our public duties as a local authority in order to take steps to provide an empty homes service and assist owners to bring their properties back into residential use. Alongside property information, we collect personal data about you which we need to allow us to verify your identity where required and to contact you. Under some circumstances where an empty property is negatively affecting the area, the Council has a public duty to require an improvement. Your data may be used to seek a warrant for inspection and/or used for other enforcement procedures such as compulsory purchase of a property, empty dwelling management orders or enforced sales.

How we collect your data

We collect your data through a form, which can be completed in paper or electronic format.

When we'll share your data

Sometimes we have a legal duty to provide personal information to other organisations or if there is a good reason that is more important than protecting your privacy. This does not happen often, but we may share your information with other Council Departments and the Police Authority for the prevention and detection of crime, for example.

For empty homes matters we may need to share your information with:

- North Kesteven District Council Departments, for example, Planning Enforcement, Anti-Social Behaviour Team, Environmental Services and Housing Strategy
- The Police Authority
- Neighbouring local authorities
- Mortgage lenders
- Utility providers
- Other public services where appropriate.

With your specific consent, it may also be shared with any local businesses or landlords who may wish to contact you about helping to bring your property back into residential use.

We do not sell your personal information to anyone outside of North Kesteven District Council and will never share your information for marketing purposes.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies and restrict the personal information we hold. Where possible we will seek to comply with your request, but we may be required to continue to hold and process information to comply with a legal requirement.

If you want to contact us with regards to your rights, please contact dataprotection@n-kesteven.gov.uk

How do we protect your information

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information.

How long do we keep your information

We will keep your information until we are made aware that your property has been returned to use, and for one year thereafter, after which it will be securely deleted.

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email icocasework@ico.org.uk