

Property Services Privacy Notice

version v1.0

Changes to this notice

We keep this Privacy Notice under regular review, and we will place any updates on this web page. This Notice was last updated on 8th March 2021.

This privacy notice applies to the property services provided by Worcestershire County Council and should be read in addition to Worcestershire County Council's [Full Privacy Notice](#).

The privacy notice will cover:

- [Purpose for processing](#)
- [Personal information collected and lawful basis](#)
- [Who we may share your information with](#)
- [How long we will hold your information](#)
- [Your information rights](#)

Purpose for processing

The services process personal information in order to provide property services either directly or jointly with partners and commissioned private and third sector providers. This includes:

- Corporate Landlord services including Estates, Property Asset Management and Energy Management
- FM and Projects including Facilities Management and County Hall Mailroom, Caretaking, Capital Projects, and Compliance

Including:

- Dealing with enquiries regarding the Council's land and / or property (or land and property that was once owned or used by the Council or believed to be so)
- Managing the Council's land and / or property
- Managing the Council's occupation and use of third-party property
- Managing third party use and occupation of Council property
- Ensuring the safety of individuals when on or near Council property
- Ensuring the security of Council property
- Effecting suitable risk management
- Managing customer requests for facilities related services
- Tracking visitor and attendance at Council buildings

We also use this information to assess the quality of our services and evaluate and improve our policies and procedures.

Personal information collected and lawful basis

The service processes personal information, which is relevant to individual cases which may include, but is not limited to, the following personal data:

- Name
- Contact information including phone numbers and email addresses
- Next of kin details for tenants
- Financial information
- Details of the transactions and contact you have with us
- Keyholder information for building security
- Details of attendance at building or location

We may also process some special category (sensitive) information, which is relevant to individual cases.

The legal bases for processing this personal information are:

- necessary to comply with a legal obligation
- necessary for the performance of our official tasks carried out in the public interest
- necessary for the performance of a contract (e.g. lease, licence, service and maintenance contract)
- necessary for reasons of substantial public interest specifically the substantial public interest condition in the Data Protection Act 2018 Schedule 1 paragraph 6 – statutory and government purposes

Relevant legislation includes:

- Landlord and Tenant Acts 1927, 1954, 1988
- Landlord and Tenant (Covenant) Act 1995
- Agricultural Holdings Act 1986
- Localism Act 2011
- Local Audit and Accountability Act 2014

Who we may share your information with

We may need to share the personal information you have given to us or we've collected about you with partner organisations where relevant to the individual and/or their care provision. These include but are not limited to:

- Property Services & Maintenance Partnership provided by Solihull Metropolitan Borough Council for helpdesk services
- Other third-party suppliers appointed under contract to deliver specific services e.g. hard facility management services, and information systems
- HM Revenue & Customs, regulators and other authorities
- Other public authorities and public partnerships (e.g. councils, schools, NHS providers, Police, government departments etc.)
- Voluntary and non-commercial sector organisations that help us deliver services

Information will only ever be shared when it is strictly necessary to help us provide effective services and you may have the right to refuse. We will not pass it onto any other parties

unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a data protection exemption.

We have specific data sharing agreements in place with local agencies and sometimes the law requires that we may have to pass your details on to a third party, for example, to prevent crime.

How long we will hold your information

Records are retained in line with the entries in the [Council's Disposal Schedule](#).

Please note stated retention periods may be subject to any legal holds imposed under the Inquiries Act 2005 that may concern the information and override standard retention periods.

Your information rights

You are entitled to a copy, or a description, of the personal data we hold that relates to you, subject to lawful restrictions. Please go to our [Make a Data Protection Request webpage](#) to find out how to make a request.

You may be entitled to rectification, restriction, objection, and erasure of your personal information depending on the service and legal basis. Please in the first instance contact the Property Services Terrier and Data Administrator to exercise these Information Rights or call the main Worcestershire County Council contact telephone number of **01905 765765**.

Please see our overarching Privacy Notice (<http://www.worcestershire.gov.uk/privacy>) for further contact details and if you have a complaint about your information rights.