

Housing Advice and Homelessness Prevention

Privacy Notice

How we use your personal information

We use your information so that we can provide assistance to individuals who are homeless or may be at risk of becoming homeless. We have a legal duty to provide this service.

What we will do with it

Your information will be held and used by the council. We will share some information about your circumstances and those of your household with the Department for Communities and Local Government. We will do this to help improve the services you receive. However, it will not include any of your personal details (name, address, date of birth) and will not affect your benefits, services or any treatment that you get.

We may check information you have provided with your doctor, support worker, social services in order to ensure the accuracy of the information, to prevent or detect fraud or to protect public funds.

We may share your information with our commissioned service providers (Julian House, Young Devon, Sanctuary Supported Living and St Petrocks) to provide you with additional support. We may also share your information with our emergency and temporary accommodation providers to assist with your placement into temporary accommodation.

We will not share your information for marketing purposes.

How long will we keep your information

We will keep your information for 7 years from the date your file is closed. When we no longer need to keep your information, we will securely and confidentially dispose of it.

More information

For more information about how we look after your information or to find out more about your rights, go to www.exeter.gov.uk/DataProtection or contact the Data Protection Officer on 01392 265257.