

Housing Welfare Section Personal Data Privacy Statement

Who we are and why do we require your information?

South Dublin County Council's Housing Welfare Section provides a professional social work service to Council tenants who are experiencing significant accommodation-related difficulties. A short-term service is also provided to housing department clients who are going through crisis situations and require information and advice in relation to housing and general supports.

We need to hold information about you for the following reasons:

1. To keep a record of what support you require (i.e. a referral form/ letter or information, received by you or another party, about your circumstances).
2. To keep a record of pertinent information that: (i) may form the basis of decisions in relation to your accommodation/ support needs; (ii) outlines decision-making processes; (iii) may be utilised in making a referral/recommendation to another section/ service.
3. To evidence the work that social workers/ administrative staff have carried out in relation to your case.
4. To evidence that written consent has been obtained from you to share information with relevant parties.
5. To indicate what referrals have been made to other agencies.
6. To evidence case planning.

Why does the Housing Welfare Section have a privacy statement?

This privacy statement has been prepared to demonstrate the Housing Welfare Section's commitment to privacy and the security of the personal data you provide to us.

The Housing Welfare Section is committed to ensuring that the personal data you may be required to supply to us is:

- Obtained lawfully, fairly and in a transparent manner.
- Obtained and retained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for the purpose for which it was obtained.
- Recorded accurately and, where necessary, updated.
- Stored safely and securely.
- Kept only for as long as is necessary for the purposes for which it was obtained.
- Kept in a form which permits identification of the data subject.
- Processed fairly and in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

What personal data do we need?

The types of personal data you may be asked to supply can be categorised as follows:

Contact Details

In order to communicate with you the Council will ask for your contact details.

Details of personal circumstances

It is necessary for the Housing Welfare Section to have details about your circumstances. This information is usually received either on a referral form, by letter or verbally. This is required in order to ascertain whether you meet the criteria for a service and, if so, what support you need. It may also be necessary to access information from your general housing file to give us more information about your overall circumstances. Additional information may also be gathered from different sources in order to further assess your circumstances.

Record Retention Policy

Housing welfare records are referred to in South Dublin County Council's detailed record management and retention policy document which outlines the period for which your personal data will be retained by the Housing Welfare Section and what will happen to it after the required retention period has expired.

Your Data Protection Rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by the Housing Welfare Section is found to be inaccurate, you have the right to have the data corrected. You may request to have information erased and to restrict the processing of your information.

You have the right to request data portability (transfer) of personal data held electronically by the Council to another data controller where technically feasible.

You may withdraw consent at any time where processing is based entirely on your consent.

Please note that to help protect your privacy the Council will take steps to verify your identity before granting access to personal data.

Data access requests should be made in writing and addressed to the Data Protection Officer, South Dublin County Council, County Hall, Tallaght, Dublin 24.
E-Mail: dataprotection@sdblincoco.ie.
Telephone: 01-4149000.

Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you receive in relation to a data access request or are unhappy with the manner of the processing of your data by the Housing Welfare Section, then you are entitled to make a complaint to the Data Protection Commission which may investigate the matter for you.

The Data Protection Commission's website is www.dataprotection.ie or you can contact the Commissioner's Office at:

Lo-Call Number: 076 1104800 / 057 8684800

E-mail: info@dataprotection.ie

Postal Address: Data Protection Commission

21 Fitzwilliam Square South

Dublin 2

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