



From mountain to sea

Privacy Notice – Create Homes

The Data Controller of the information being collected is Aberdeenshire Council.

The Data Protection Officer can be contacted at Town House, 34 Low Street, Banff, AB45 1AY.

Email: dataprotection@aberdeenshire.gov.uk

Your information is being collected to use for the following purposes:

- To obtain an application for Mid-Market Housing Provision.
 - To determine whether you are eligible for Mid-Market Housing.
 - To determine your housing needs and priority.
 - To assist and match people to suitable properties.
 - To check whether previous tenancies were conducted satisfactorily.
 - To conduct a credit check (if applicable).
- To, if applicable, manage any tenancy that you may be offered.
 - To provide support to enable you to keep your Mid-Market house, if appropriate.
 - To allow Aberdeenshire Council to collect rent and other payments from you, if and when they become due.
 - Repairs and maintenance.
 - Refurbishment.
 - Tenancy management.
 - Deposit management.

Your information is:

Being collected by Aberdeenshire Council

The Legal Basis for collecting the information is:

Personal Data		Special categories of personal data	
Performance of a Contract	X		
Legal Obligations	X		

Where the Legal Basis for processing is either Performance of a Contract or Legal Obligation, please note the following consequences of failure to provide the information:

The Council will not be able to perform its statutory duties under the Housing (Scotland) Act 2006, and the Private Housing (Tenancies) (Scotland) Act 2016 meaning the tenancy could not be sustained.

The Council will not be able to consider your application for a mid-market rental property.



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Your information will be shared with the following recipients or categories of recipient:

At Application:

On receipt of a valid application, personal data will be shared with Create Homes for the creation of a tenancy. We would also share information with the following third parties and for the following purposes:

- An approved credit reference site - to undertake an appropriate credit search.
- Former/current landlords – to undertake appropriate reference checks.

On the notification of a mid-market Housing tenancy with Create Homes (if applicable):

To ensure effective management of your tenancy we may share your information with a number of agencies or external partners depending on the circumstances. These might include: -

- Rent collection and other outstanding payments – in the event of you falling into arrears or owing Housing monies for any reason we would take appropriate action to recover the debt which may require sharing information with various external agencies including HM Revenue and Customs, National Fraud Initiative, Sheriff Officers and Debt Collection Agencies and Department of Work Pensions;
- Repairs – information relating to addresses and occupancy will be shared with our sub-contractors and consultants engaged to assess tenant satisfaction with repairs;
- Deposit- will be shared with a tenancy deposit administrator in accordance with legislative requirement
- Refurbishments - information relating to addresses and occupancy will be shared with our contractors;
- O/T assessments – information relating to addresses and occupancy will be shared with our contractors
- Tenancy Management – depending on the issues we may share information with our Community Safety Partners including Police, NHS etc.
- Power supplier companies for provision of gas and electricity mains supply

Your information will be transferred to or stored in the following countries and the following safeguards are in place:

Not Applicable

The retention period for the data is:

All unsuccessful applications are retained for a minimum of 5 years, unless a request for erasure is received.

Where an application leads to a tenancy, the application will be kept for the duration of the tenancy and 7 further years after tenancy termination.

The following automated decision-making, including profiling, will be undertaken:



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Not Applicable

Please note that you have the following rights:

- to lodge a complaint with the Information Commissioner's Office (after raising the issue with the Data Protection Officer first);
- to request access to your personal data;
- to data portability, where the legal basis specified above is:
 - (i) Consent; or
 - (ii) Performance of a Contract;
- to request rectification or erasure of your personal data, as so far as the legislation permits.