

Perth and Kinross Council Privacy Notice

Name of Processing Activity- Tenant Satisfaction Pulse Surveys

Date notice written - 2022/01

1. Why is this information being processed?

The information provided by you will be used by Perth & Kinross Council to inform the Tenant Satisfaction Pulse Survey which we are obliged to undertake under legislation.

The purpose of the survey is to record the levels of satisfaction within Perth and Kinross around the services we provide and the way in which they are delivered.

This feedback from tenants will allow us to improve service delivery and your neighbourhoods and properties, as well as informing our service improvements.

2. Who is processing this information?

The personal information you've provided will be processed by Perth and Kinross Council, 2 High Street, Perth, PH1 5PH, enquiries@pkc.gov.uk, 01738 475000.

3. Why is it lawful for the Council to process this information?

The Council is permitted to process your personal data in this way because it has an obligation to do so under the Housing (Scotland) Act 2010 and the Scottish Social Housing Charter. This legislation introduced an obligation on landlords to undertake regular surveys of their tenants and submit the data to the Scottish Housing Regulator. Landlords are obliged to submit the data in their Annual Return of the Charter (ARC) by the end of May each year.

Formally, the processing of personal data provided to us for this purpose satisfies Article 6(1)(c) of the General Data Protection Regulation- *"..processing is necessary for compliance with a legal obligation to which the controller is subject"*.

4. Will any sensitive personal information (Special Category Data or information about criminal convictions etc.) be processed?

No

If so, why is it lawful for the Council to process this information?

NA

5. Will this information be shared?

We will share limited personal information with our contractor (Knowledge Partnership), who are carrying out this survey on our behalf. This is in order for them to be able to contact tenants to ask if they want to agree to take part in the survey.

The information you provide will be used for research and survey purposes to help us improve the services we offer to you. It is important to note that Knowledge Partnership do not obtain any information from research participants without their agreement. This agreement may be asked for verbally or given in writing at the start of or during any stage of the survey

Your personal information will not be disclosed to any other third parties unless it's necessary for us to do so in order to verify its accuracy, prevent or detect crime, protect public funds or where required by law. The Council may check information provided by you, or information about you provided by a third party, with other information held by us.

6. How long will this information be kept for?

Personal information held on Perth and Kinross Council systems in relation to the tenant satisfaction pulse survey will be held on the Knowledge Partnership system for a 2-month period after the research is completed. The duration of this period will be communicated to the participants as part of the research. After this it will be deleted.

7. Personal Information Rights

Individuals have rights in relation to the information the Council holds about them, including the right to request a copy of their information. You can find out more about your [Personal Information Rights](#) on our website or by contacting the Council's Information Governance team at the address below.

8. Data Protection Officer

The Council has a Data Protection Officer who you can contact in the first instance if you have any questions or complaints about how we are processing your personal information.

Please contact; Data Protection Officer, 2 High Street, Perth, PH1 5PH, DataProtection@pkc.gov.uk, 01738 475444.

9. Information Commissioner's Office

If you want to complain about how the Council has processed your information you have the right to contact the Information Commissioner's Office (<https://ico.org.uk/> 0303 123 1113).

10. Information Governance Team

If you have any questions about how the Council processes your information, or if you would like a copy of this notice in another language or format, please contact the Information Governance team;

Information Governance

Legal and Governance Services

2 High Street

Perth

PH1 5PH

Email: DataProtection@pkc.gov.uk

Telephone:01738 477933