

Why we collect your information

- verify your identity and tenure (only tenants can take part in the Rent Consultation)
- ensure the data we hold about you is accurate and up to date
- entry into prize draw
- contact you by post to maintain our records
- analyse demographic profile of respondents by address/postcode
- investigate and respond to comments
- to help with research and planning of new services
- provide you with information, products, or services that you request from us
- notify you about changes to our services
- to comply with legal obligations
- to comply with security requirements.

We provide the Rent Consultation to you as part of our statutory function as your local authority. You can find more details of this role on our website at www.dundee.gov.uk/service-area/chief-executive/chief-executives-services/privacy-statement

The Rent Consultation carried out by us offers a free prize draw to encourage Dundee City Council tenants only to take part. In order to enter the prize draw you will need to provide your name and contact details such as name and address, but this is usually optional so you can still take part in the consultation without entering the prize draw or providing your contact details.

Once the prize draw closes a winner will be randomly selected from all the entries. If you are successful, you will be contacted directly, and arrangements made to deliver the prize to you with agreement sought to share your details across media platforms. This is optional and in no way affects results. All personal details held for these purposes will be destroyed upon completion of the draw held and within 8 months of its closing date.

What we do with your information

To ensure your information is kept safe we have the following controls in place:

- your information will not be used for any purpose other than those stated in this notice
- your information will be held within secure systems and locations, with appropriate levels of security, that comply with relevant data protection legislation
- your information will only be shared for lawful purposes and with an appropriate level of security that complies with relevant data protection legislation
- your information will only be held for no more than 8 months, after which it will be destroyed
- your information will be held, used, and shared in accordance with Data Protection Act 2018, the General Data Protection Regulation (GDPR) and any subsequent legislation
- retain postcode information for demographic profiling response data.
- We will not give your information to anyone without your consent unless the law and our policies allow us to do so.

Your rights

Under GDPR you have rights which you can exercise free of charge which allow you to:

- know what we are doing with your information and why we are doing it
- ask to see what information we hold about you (subject access request)
- ask us to correct any mistakes in the information we hold about you
- object to direct marketing
- make a complaint to the Information Commissioner's Office

Depending on our reason for using your information you may also be entitled to:

- ask us to delete information we hold about you
- have your information transferred electronically to yourself or to another organisation
- object to decisions being made that significantly affect you
- object to how we are using your information
- stop us using your information in certain ways

We will always seek to comply with your request however we may be required to hold or use your information to comply with legal duties. For further information about your rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on individuals' rights under GDPR.

Complaints

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

More information

For more details on how we process your personal information visit www.dundee.gov.uk/service-area/chief-executive/chief-executives-services/privacy-statement

If you do not have access to the internet, you can contact us via telephone on 01382 434000 to request hard copies of our documents.