

Tenant Participation Scheme Privacy Notice

Tenant Participation is part of Camden Council's Housing Service provided to over 33000 housing residents and tenants. While providing a service to you our customers, we will from time to time need to collect your personal data to help improve the service provided to you and stay up-to-date of changing customer profile. This privacy notice will explain how the Tenant Participation team uses your personal data collected when you access the service. To see how Camden Council uses your personal data please see our Privacy Notice at www.camden.gov.uk/privacy

What information we Collect?

Tenant Participation collects the following data;

- Personal identifying information (name, email address, home address, telephone)
- Special category data (ethnicity, religion, gender, age range)

How we collect your data?

You will be asked to provide your data directly to us when you;

- Complete the TRA registration process
- Via surveys and feedback on service delivery by email, online, telephone or direct post
- When you visit the Tenant Participation page of the council's website
- At meetings, focus groups or other in person gathering

How will we use your data?

We collect your data so that we can;

- Gather information on customer satisfaction
- Gather information on gaps in service reach and accessibility
- Identify areas for service improvement and shaping to meet specific needs

Legal Basis

Legal basis is article 6(1)(e) public task and for special category data 9(2)(g) Reasons of substantial public interest (with a basis in law) with the DPA18 Schedule 1 Part 2 condition being para 6 Statutory and government purposes and the underlying law being the Localism Act 2011 and the Equality Act 2010.