Tenancy Hardship Grant

Privacy Notice

How we use your personal information for Tenancy Hardship Grant purposes.

The Council provides services for local communities and the people who live in them. Undertaking this work means that we must collect and use information about the people we provide services to and keep a record of those services. Because we collect and use personal information about individuals, we must make sure that they know what we intend to do with their information and who it may be shared with.

We have summarised in this Privacy Notice some of the key- ways in which we use your personal information for Tenancy Hardship Grant purposes. This information should be read in conjunction with the [Council’s Corporate Privacy Notice](https://www.blaenau-gwent.gov.uk/en/council/data-protection-foi/councils-privacy-notice/).

**1.     Who we are, what we do?**

The Council, on behalf of the Welsh government, will be administering the Tenancy Hardship Grant, and will be processing applications and issuing grants in line with the scheme requirements.

To apply for the grant, you must have had financial hardship due to the Covid-19 pandemic that meant that you have not been able to pay your rent.

**You will:**

* Have built up 8 weeks or more of rent arrears between 1 March 2020 and 30 June 2021.
* Have struggled to pay your rent or rent arrears due to Covid-19.
* Live in and hold a tenancy for a private sector property in Wales.
* Not have been getting housing benefit or housing cost payments through Universal Credit when you built up your rent arrears.
* Not have been able to fully pay your rent during the period when you went into arrears because of Covid-19.

You will not be able to get a Tenancy Hardship Grant if you have not experienced financial hardship during Covid-19 and deliberately not paid your rent to your landlord or agent.

**2.     What and whose personal information we hold?**

The information we hold, and process will typically include:

**Tenant**

* Personal contact details; Name, Date of Birth, address, telephone number, photographic ID.
* National Insurance number.
* Housing details, including family members (number of dependants) any benefit status.
* Income/financial details, including your employment status, rental figure, rent arrears.
* Savings and expenditure, to confirm if an Eviction Notice has been served.

**Landlord**

* Name, address, contact details, bank details and if your property is registered with Rent Smart Wales.

**3.     Where does the service get my information from?**

We will get this information from:

* From you, the tenant, when you submit an Expression of Interest Form and complete the application form.
* We will also receive information from your landlord confirming your rent information, such as your arrears.
* We will also contact Universal Credit to confirm your benefit status – e.g. not eligible for benefit during the time of arrears.
* And check with the Council’s Council Tax Department, that the property was tenanted during the time arrears are claimed.

**Landlord**

* We will check your information against the Rent Smart Wales Register

**4.     What will we do with your personal information?**

We will use your information to:

**Tenant**

* Ensure the person applying is eligible for the grant and issue the grant to prevent homelessness.
* If we believe you could be entitled to any other form of support, we will refer you to other partner agencies or to Council departments such as the Housing Solutions Team, Housing Benefits Team.

**Landlord**

* Check if you are registered with Rent Smart Wales and to make a payment to you, to clear your tenants outstanding rent arrears.
* If, however, there is no record of you and your property on the Rent Smart Wales Register, we will forward what information we know on the Public Health and Protection Team for them to investigate as it is a legal requirement that all private landlords are registered in Wales.

**5.     What is the legal basis for the use of this information?**

The Council will be processing your information in line with our Public task duties and to administer the grant on behalf of Welsh Government.

**6.     Does the service share my personal information with any other organisation?**

Yes, as explained above we will confirm information you provide as below:

**Tenant**

* Universal Credit.
* Council Housing Benefits section.
* Housing Solutions Team for homelessness support and decision making to be recorded.

**Landlord**

* Rent Smart Wales.
* Public Health – if not registered on Rent Smart Wales.
* Finance Department for payment purposes.

**7.     How long will my information be kept?**

Records will be kept for a minimum of 7 years.

**8.     Your information, your rights**

The General Data Protection Regulation (GDPR) gives you important rights, including the right to access the personal information the services hold about you.

Click [here](https://www.blaenau-gwent.gov.uk/en/council/data-protection-foi/) for further information on your information rights and how to exercise them.

**9.     Contact us**

If you have any concerns or would like to know more about how the service using your personal information, please contact us in one of the following ways:

**By email:** [Housing@blaenau-gwent.gov.uk](mailto:Housing@blaenau-gwent.gov.uk)

**By telephone:** 01495 354600

**In writing:** Housing Advice Centre, 20 Church Street, Ebbw Vale, Gwent, NP23 6BG