



Comhairle Cathrach
& Contae **Luimnigh**

Limerick City
& County Council

(This document is for information purposes only)

Data Protection Privacy Statement for

Housing Support Services

Who we are and why do we require your information?

Limerick City and County Council seeks to promote the economic, social and cultural development of Limerick City and County and in doing so contribute significantly to improving the quality of life of its people. The delivery of high quality services, tailored to meet the needs of all our customers, remains one of Limerick City and County Council's core objectives and is included in our Corporate Plan. This quality service includes not only the level and quality of service given to our customers, but also the quality of our decision-making processes, the efficiency and effectiveness of our corporate operations, standard of our facilities and our ability to adapt in an ever-changing environment. In order to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of Limerick City and County we will be required to collect, process and use certain types of information about people and organisations. Depending on the service being sought or provided, the information sought may include 'personal data' as defined by the Data Protection Acts and by the General Data Protection Regulation (GDPR) and may relate to current, past and future service users; past, current and prospective employees; suppliers; and members of the public who may engage in communications with our staff. In addition, staff may be required, from time to time, to collect process and use certain types of personal data to comply with regulatory or legislative requirements.

Why do we have a privacy statement?

Limerick City and County Council has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Limerick City and County Council that we will ensure the security of the data you provide to us. Limerick City and County Council creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. Limerick City and County Council's commitment is that the personal data you may be required to supply to us is;

- Obtained lawfully, fairly and in a transparent manner.
- Obtained for only specified, explicit and legitimate purposes.
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained.
- Recorded, stored accurately and securely and where necessary kept up to date.
- Kept only for as long as is necessary for the purposes for which it was obtained.
- Kept in a form which permits identification of the data subject.
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

Data Protection Policy

Limerick City and County Council has a detailed Data Protection Policy which outlines how we as a public body are committed to ensuring the security of any personal data you provide to us.

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We may share your personal data with the following parties in connection with our processing of your personal data:

Service Name:	Purpose/Activity	Type of Data	Lawful Basis for Processing - Article 6. 1(c) and/or Article 6.1(e) of the GDPR in conjunction with the legislation set out below:	Data sharing within and outside the Council
Privately Rented Accommodation Standards Control	Statutory obligation to inspect private rented properties	Identity data, contact data, financial data, transaction data.	Housing Acts 1966-2014. Housing (Miscellaneous Provisions) Act 2009. Housing (Standards for Rented Houses) Regulations 2017. Residential Tenancies Board Acts 2004-2017.	Sharing outside the Council: Data is shared with the Residential Tenancies Board, when requested. Sharing within the Council: Inspection reports are occasionally shared with the Capital Acquisitions Unit where properties are referred. In certain instances data is shared with Allocations/Assessments & Tenancy Enforcement Teams.
Tenancy Enforcement	For the purposes of tenancy enforcement	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing Act 1966 (as amended)	N/A
Nominations to approved Housing Bodies	Nomination to AHBs for consideration in filling of vacancies in their housing schemes	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	The Data Subject has given consent - Article (1) (a) of GDPR. Consent is recorded as part of their initial housing application and on the IHouse system.	Sharing outside the Council: Data is shared with Approved Housing Bodies and with An Garda Síochana where applicable. Data also shared with County Limerick Services Board which would be umbrella organisation for most AHBs in Limerick. Sharing within the Council: Data is shared with Assessments,

				Homeless Action and Tenancy Support Teams.
Homeless Action Team	For the purpose of providing Emergency accommodation for clients experiencing homelessness in line with the Housing Act	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing Act 1988 & Section 10 of the Housing (Miscellaneous Provisions) Act 2009.	<p>Sharing outside the Council: Data is shared with the Health Service Executive, Department of Social Protection and other local authorities as appropriate in order to ensure relevant supports are available to clients while in emergency accommodation and to facilitate exit from homelessness. The Housing (Miscellaneous Provisions) Act 2009 provides a statutory structure to address the needs of people who are experiencing homelessness. The Act outlines a statutory obligation to have an action plan in place and the formation of a Homelessness Consultative Forum and a Statutory Management Group. HSE, DSP as part of the homeless action team, and with other local authorities should client require access to emergency accommodation within a different region. AHBs where clients are placed into emergency accommodation.</p> <p>Sharing within the Council: In order to support clients access to independent accommodation and exit homelessness through local authority emergency accommodation, HAP, RAS, Housing. Information regarding client needs, family situation, information that would be required for housing applications.</p>

Housing Rents Management	Housing Rents	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data, technical data, profile data, usage data, marketing and communications data.	Housing (Miscellaneous Provisions) Act 2014	N/A
LA Housing Allocations	To qualify for Social Housing Supports	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data, technical data, profile data, usage data, marketing and communications data.	Housing Act 1966, Housing Act 1988, Housing (Miscellaneous Provisions) Act 1979, 1992, 1997, 2002, 2009 and 2014. Housing (Traveller Accommodation) Act 1998, Residential Tenancies Act 2004, Residential Tenancies (Amendment) Act 2009 & 2015, Housing (Standards for Rented Houses) 2017, Social Housing Assessment Regulations 2011, Housing (Adaption for Older People and with a Disability) 2007 & 2014. Housing (Sales of Local Authority Houses) Regulations 2015.	Sharing outside the Council: Data is shared with Approved Housing Bodies, An Garda Síochana and external tenancy support bodies if applicable. Sharing within the Council: Data is shared with the Estate Management Unit, Homeless Action Team, HAP Limerick, and the Rental Accommodation Unit in order to qualify for housing supports. Data is also shared with HAPSCC and Design and Delivery.
Social Housing Support Assessment	Assessing Applicants to establish their need for Social Housing Services	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing (Miscellaneous Provisions Act 2009, Social Housing Assessment Regulations 2011, Social Housing Assessments (Summary) Regulations 2016 Summary of Social Housing Assessments	N/A
Tenancy Support	Tenancy Support	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data	Housing Act 1966 (as amended)	N/A

Pre-tenancy Training	Pre-tenancy Training	Identity data, PPSN, contact data, financial data	Housing act 1966 (as amended)	N/A
Residents Forum	Organising Residents Forum	Identity data, contact data.	Housing Act 1966 (as amended)	N/A
Housing Adaptation Grant for People with a Disability	To process grant applications for people with a disability	Identity data, PPSN, contact data, financial data, transaction data, special category data, proof of property ownership.	Housing (Adaptation Grants for Older People & People with Disability) Regulations 2014	<p>Sharing outside the Council: Data is shared with the Department of Planning, Housing and Local Government in respect of (Adaptation Grants for Older People & People with Disability).</p> <p>Sharing inside the Council: Data is shared with Finance Services in order to process payment for grants through accounts payable and data is also shared with Design and Delivery to enable inspections to be carried out to properties where grants are being sought.</p>
Disabled Persons Grant (DPG)	To process Disabled Persons Grants	Identity data, PPSN, contact data, financial data, transaction data, special category data.	Housing (Adaptation Grant for Older People & People with Disability) Regulations 2014	<p>Sharing outside the Council: Data is shared with Independent Occupational Therapists where appropriate.</p> <p>Sharing within the Council: Data is shared with Finance Services in order to process grant payments and also with Design & Delivery to enable inspections to be carried out to properties where grants are being sought.</p>

<p>Housing Assistance Payment Scheme (HAP Limerick)</p>	<p>To provide HAP supports to tenants and their households. To pay landlords on behalf of tenants.</p>	<p>Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.</p>	<p>Housing Acts 1966-2017</p>	<p>Sharing outside the Council: Data is shared with the Department of Social Protection and An Garda Síochana. Data is shared with the HAP Shared Service Centre.</p> <p>Sharing within the Council: Housing Assessments approve all HAP eligible clients before they receive HAP Packs. HAP liaise with Assessments and Allocations to verify and update data as required. Data is also shared with the Rental Accommodation Unit and the Limerick Homeless Action Team to verify and update data on clients, to assess clients for housing supports/RAS supports/assistance with homelessness.</p>
<p>Mobility Aid Grant (MAG)</p>	<p>Mobility Aids Grants</p>	<p>Identity data, PPSN, contact data, financial data, transaction data, special category data, proof of property ownership.</p>	<p>Housing (Adaptation Grants for Older People & People with Disability) Regulations 2014</p>	<p>Sharing outside the Council: Data is shared with the Department of Planning, Housing and Local Government in relation to Adaptation Grants for older people & people with disability.</p> <p>Sharing within the Council: Data is shared with Finance Services in order to process grants. Data is shared with Design & Delivery to enable inspections to be carried out to properties where grants are being sought.</p>
<p>Mortgage Allowance Scheme</p>	<p>Process Mortgage Allowance Scheme Applications - Mortgage allowance to former LA tenants from DECLG offset against repayments on new private loan as a result of returning a council house in reasonable condition</p>	<p>Identity data, PPSN, contact data, financial data.</p>	<p>The Mortgage Allowance scheme was first introduced in 1991 under Section 3 of the Housing Act 1988.</p> <p>The current scheme can be cited as being governed by “The Housing (Mortgage Allowance) Regulations 2001” when the current rates in use now were introduced.</p>	<p>Sharing outside the Council: Data is being shared with Dept. of Environment Lending Bank Agency for customers applying for the Mortgage Allowance Scheme. Sharing within the Council: Data is shared with the Housing Department.</p>

Housing Aid for Older Persons Grant (HOPS)	Issuing of grant aid towards home improvements for elderly persons	Identity data, PPSN, contact data, financial data, transaction data, special category data, proof of property ownership.	Housing (Adaptions for Older People and People with a Disability) 2014.	<p>Sharing outside the Council: Data is shared with the Department of Planning, Housing and Local Government in respect of Adaptation Grants for older people & people with disabilities.</p> <p>Sharing within the Council: Data is shared with Finance Services in order to process payment for grants through accounts payable and data is also shared with Design and Delivery to enable inspections to be carried out to properties where grants are being sought.</p>
Rental Accommodation Scheme (RAS)	To assess customers for RAS eligibility, tenant details and landlord details, property details	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing (Miscellaneous Provisions) Act 2009 & Housing Acts 1966-2017 Residential Tenancies Board Acts	<p>Sharing outside the Council: Data is shared with the Department of Social Protection and An Garda Síochana regarding the prevention of fraud and the prevention of anti-social behaviour. Sharing within the Council: Data is shared with Finance Services for the payment of rent to landlords and for the collection of rents from Tenants. Data is shared with other sections within Housing Support Services for the purpose of providing Housing Assessments, Allocations, Housing Welfare and Estate Management Supports.</p>
Tenant (Incremental) Purchase Scheme 2016	Data is being processed for Tenant to apply to purchase their property	Identity data, PPSN, contact data, financial data, transaction data.	Housing (Miscellaneous Provisions) Act 2014	N/A

Traveller Welfare Management	Housing	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing Acts 1966 - 2009 Housing (Traveller Accommodation) Act 1998. An act to amend and extend the Housing Acts, 1966 to 1997, The Local Government (Planning & Development) Acts 1963, to 1998, The Local Government Act 1991, to make provision for the accommodation needs of travellers, to provide for the appointment of a national traveller accommodation consultative committee and local traveller accommodation consultative committees and to provide for related matters.	Sharing outside the Council: Data is shared with An Garda Síochana. Sharing within the Council: Housing Social Directorate & Capital Directorate.
Social Work & Housing Welfare Support	Housing Applicant & Housing Tenancy	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing Act 1966 - 2009	N/A
Resettlement Support	Provision of resettlement support	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing Act 1988 & Section 10 of the Housing (Miscellaneous Provisions) Act 2009 Consent in relation to discussing clients with external agencies and internal housing department	Sharing within the Council: resettlement team work within the housing department and within assessments and allocations.

Consents of Sale Management	Consent to Sale/Transfer is required for the 1st sale/transfer of property where purchased under Tenant Purchase Scheme (within 25 years of original purchase for properties purchased prior to 1993; 20 years for properties purchased since 1993 and indefinitely for Leasehold folios). Exceptions are if somebody is willed a property or acquired the property by order of a Court. Solicitors usually apply for this document. Fee is €100 and request must be put in writing along with a copy of the folio	Identity data, PPSN, contact data, financial data, transaction data.	Housing Act 1966 Section 90	Sharing outside the Council: Data is shared with the Gardaí to ensure that the customer is not involved in anti - social behaviour, drugs, money laundering etc. Agreement to conduct a Garda check included in the application form. Sharing within the Council: Data is shared with Estate Management.
Rebuilding Ireland Home Loan	The RIHL is a government-backed mortgage for first-time buyers which you can avail of through your local authority. The buyers can use the loan to purchase a new or second-hand property, or use it for a self-build	Identity data, PPSN, contact data, financial data, transaction data.	Housing (Rebuilding Ireland Home Loans) Regulations 2018	Sharing outside the Council: Data is shared with the Housing Agency for the purpose of Rebuilding Ireland Home Loans. Sharing within the Council: In order to make a decision on Loan Applications, Finance Services require information to collect mortgage payments, data is also shared with Design and Delivery.
Deeds of Discharge Management	Deeds of Discharge request come in through a solicitor. Fee is €100 and a copy of the folio and Deed of Discharge Template is required.	Identity data, PPSN, contact data.	Local Government Act, 2014 - Section 154	Sharing within the Council: Finance to confirm loan repaid in full and Corporate Services where file is sent to be sealed.
Title Deed Management	People can request their Title Deeds once their loan has been paid off or they receive a letter from Finance to contact Housing to collect their Deeds.	Identity data, PPSN, contact data.	Local Government Act 2014, Section 154	Sharing within the Council: Finance to confirm loan repaid in full and Corporate Services where file is sent to be sealed.

Social Inclusion Services Operation	For travellers, asylum seekers and migrants	Identity data, PPSN, contact data, financial data, transaction data, special category data, sensitive personal data.	Housing Acts 1966 - 2009 Housing (Traveller Accommodation) Act 1998. An act to amend and extend the Housing Acts, 1966 to 1997, The Local Government (Planning & Development) Acts 1963, to 1998, The Local Government Act 1991, to make provision for the accommodation needs of travellers, to provide for the appointment of a national traveller accommodation consultative committee and local traveller accommodation consultative committees and to provide for related matters.	<p>Sharing outside the Council: Data is shared with An Garda Síochana.</p> <p>Sharing within the Council: Housing Social Directorate & Capital Directorate.</p>
Mortgage to Rent Scheme	A scheme to assist homeowners who are at risk of losing their home and who have completed the Mortgage Resolution Process and wish to remain in their own home.	Identity data, PPSN, contact data, financial data, transaction data.	Housing Circular 29/2013, Housing Circular 11/2017, Housing Circular 42/2018	<p>Sharing within the Council: Data is shared with Housing Development Directorate in order to process.</p>
Ground Rent Management	Purchase of Ground Rent for previously owned Council Properties Solicitor can apply in writing with a copy of Folio along with map & request purchase of Freehold – Note the freehold must be purchased by the current registered owners of the property. Fee will be calculated on receipt of letter and folio.	Identity data, PPSN, contact data, financial data, transaction data.	Housing Acts 1966 - 2017	<p>Sharing outside the Council: Data is shared with Solicitors</p> <p>Sharing within the Council: Corporate Services, Councillors.</p>

We require your contact details

In order to communicate with you, you will be asked for contact details. You do not have to provide all contact details but providing more, such as email, phone, address, makes it easier to communicate. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data. These contact details may also be used to verify your identity.

What other items of personal data do we need to undertake this activity?

The personal data you may be required to supply to the Council, or may be collected through other sources (i.e. investigations by Council staff; information from other third parties or agents acting on your behalf) are outlined in the above table under Type of Data.

All applicants for Social Housing Supports are required to provide information on the following categories of data (where applicable);

- PPSN for all members of the household
- Personal details of applicant and of any spouse or partner
- Nationality details of applicant and of any spouse or partner
- Marital details of applicant and of any spouse or partner
- Employment details of applicant and of any spouse or partner
- Weekly income details of applicant and of any spouse or partner
- Details of any other household members seeking accommodation
- Details of any medical or disability grounds which may have a bearing on the application
- Details of the current and historical accommodation arrangements of the applicant
- Details of any other property or land in which applicants have a financial interest
- Details of any public order offences of which the applicant or any member of the household has been convicted. All potential tenants sign a permission form to be Garda vetted prior to being offered council accommodation.
- Details of the type of social housing supports being sought
- List of areas within the boundaries of the Council where the applicant would accept social housing.

How long is this personal data held by Limerick City and County Council?

Records are retained as per The National Retention Policy For Local Authority Records, click [HERE](#) for further details.

What will happen if the requested personal data is not provided?

The Council will not be in a position to provide Housing Support Services in accordance with the aforementioned legislation.

Your Rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Limerick City and County Council. You also have the right to data portability. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. To exercise these rights, you should contact Limerick City and County Council (Data Controller) at the following address:

email: dataprotectionofficer@limerick.ie

Data Protection Officer,
Limerick City and County Council,
Merchants Quay,
Limerick

Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Limerick City and County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is www.dataprotection.ie or you can contact their office at:

Lo Call Number: 1890 252 231

E-mail: info@dataprotection.ie

Postal Address:
Data Protection Commissioner
Canal House
Station Road
Portarlinton,
Co. Laois. R32 AP23.