



PRIVACY NOTICE

Housing – 3 Yearly Tenant Satisfaction Survey 2024

Who we are

Moray Council, Council Office, High Street, Elgin, Moray, IV30 1BX, moray.gov.uk 01343 543451, is a Local Authority established under the Local Government etc. (Scotland) Act 1994. We are the Data Controller of the personal data being collected.

Why we are collecting your personal data

Moray Council has obligations under the Housing (Scotland) Act 2010 and the Scottish Social Housing Charter to undertake regular tenant satisfaction surveys of Council tenants, and, submit the data collected to the Scottish Housing Regulator. Under the Scottish Social Housing Charter, as a Social Landlord, Moray Council must submit an Annual Return of the Charter.

Moray Council has contracted Knowledge Partnership to carry out this tenant satisfaction survey on our behalf. Personal data of Council tenants including: names, contact details (address, phone number), age, sex and details about the property rented will be shared with Knowledge Partnership. Knowledge Partnership will use this personal data to compile a representative survey pool, which will then be contacted to ask if they would like to take part in the survey. The survey will be conducted over the phone.

Although the Council is obliged to conduct the survey, tenant participation is voluntary and those who take part will be asked to provide feedback on satisfaction with the Housing Service. Anonymised survey results are reported back to Moray Council, with full responses only held by Knowledge Partnership.

During the survey phone call there are a few questions that, should you choose to answer, would require your name, contact phone number and any details you have specified that you would like to be contacted about being passed to Moray Council's Housing Service. For example, questions relating to downsizing schemes or tenant participation groups. Your previous responses are kept separate and anonymous.

The results of the tenant satisfaction survey will be used to:

- populate the Council's Annual Return on the Charter for 2024/25
- gain a better understanding of tenants' levels of satisfaction with the service they currently receive
- evaluate the Housing Service Improvement Plan's progress in improving tenant satisfaction and identify any further areas for improvement.

Our legal basis

Whenever the Council processes personal data we need to make sure we have a legal basis for doing so. We understand the Council's legal basis in data protection law to be Article 6(1)(c) of the United Kingdom General Data Protection Regulation (UK GDPR), as the processing is necessary for the Council to comply with its legal obligations under the Housing (Scotland) Act 2010.

Who we share this personal data with

Personal data of Council tenants will be shared with Knowledge Partnership, who have been contracted to undertake the 2024 tenant satisfaction survey on the Council's behalf. We make sure that they process your personal data appropriately through our contractual arrangements with them.

The responses provided to Knowledge Partnership will be anonymised before they are returned to the Council. The Council will share anonymised survey results with the Scottish Housing Regulator in its Annual Return of the Charter.

Your personal data may be shared internally with authorised officers of the Council if having access to personal data is a necessary part of their roles to ensure records are accurate and up to date. It may also be shared with other relevant Council departments where applicable.

The Council may share your personal data with other relevant Council departments and third parties, where we are under a legal obligation to do so. For example this may be with Police, Social Security Scotland, UK Border Agency, or other Registered Professional Bodies.

The Council is required by law to protect public funds against fraud. It may share personal data with other relevant Council departments and third parties responsible for auditing and administering public funds, or who otherwise have responsibility for preventing and detecting fraud.

How long the personal data is held for

Your personal data will be securely stored by Moray Council for a pre-determined length of time. Information is only kept for the minimum amount of time necessary. We maintain a record retention schedule which sets out how long we retain different types of personal data. This is available on our website: www.moray.gov.uk/retentionschedules (under Section 5 of the Records Management Plan).

The Council stores information within the UK.

Your rights

Moray Council is the Data Controller for this personal data. You have legal rights about the way the Council handles and uses your personal data. These include the right to ask for a copy of it, to ask us to correct it and to ask us to stop doing something with your personal data.

As so far as the legislation permits, you also have the right to request the deletion of your data, and to object to the processing.

For more information about these rights, please see the Information Management pages on the Council's website here: www.moray.gov.uk/InformationRights. Alternatively, email the Council's Data Protection Officer at: IG@moray.gov.uk

You also have the right to make a complaint to the Information Commissioner's Office. They are the body responsible for making sure organisations like the Council handle your personal data lawfully.

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 Website: <https://ico.org.uk/>