

Privacy Notice (How we use your information)

Homes and Neighbourhoods

Partnerships Service – Tenant Satisfaction Measure Survey

The Tenant Satisfaction Measure (TSM) survey helps Homes and Neighbourhoods to understand levels of satisfaction with housing services amongst tenants. The survey is carried out annually by an independent research consultant. The results of the survey are anonymised and help Homes and Neighbourhoods drive service improvements. In addition, the results from the survey are reported to the Regulator of Social Housing. This is a legal requirement of all landlords.

The categories of information that we collect, process, hold and share include:

- Personal information include:
 - Name;
 - address;
 - telephone number;
 - email address;
 - date of birth;
 - disability/health;
 - ethnicity/race;

Why we collect and hold this information

We use this personal data in order to:

- Gauge levels of satisfaction amongst tenants;
- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services;
- Report results to the Regulator for Social Housing.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information is:

6(1)(c) We have a legal obligation.

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to:

- Social Housing Regulation Act 2003

In order to do this work, we also need to collect some special category data. This is personal data that needs more protection because it is sensitive. Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing special category information are:

9(2)(g) Reasons of substantial public interest (with a basis in law)

How we store your personal information

Your information is safely stored on Kirklees Council's secure network drives. We hold tenancy information for the length of your tenancy. Data shared with ARP Research Limited in order that they can carry out their research will be deleted 3 months after completion of the survey

Who we share this information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To carry out research;
- Report on satisfaction levels;
- Inform service improvements.

We will share this information with:

- ARP Research Limited.
- Regulator of Social Housing (anonymised survey results only).

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#)

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).



If you would like further information about this privacy notice, please contact:
getinvolved@kirklees.gov.uk

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.