

Housing Services: Privacy Notice

How we use your personal information

We use the information you provide us to process your housing application and manage your tenancy. We may continue to use all or part of the information in order to provide ongoing related services to support you in your home.

What information is held

The information we hold includes: your name, address, telephone number(s), email address and photograph (if permission has been given). If you are a tenant, on file we have information relating to property inspections, rent increases, correspondence between yourself and Council Housing Income, Tenancy Services and Repairs Teams.

If you or your household have any vulnerabilities or additional needs that you consider might need us to adjust our services to help you, please let us know so these can be recorded on your tenancy information.

What we will do with it

Your information will be held and used by the council. We may check information you have provided to us with your doctor, support worker, social services in order to ensure the accuracy of the information, to prevent or detect fraud, or to protect public funds.

We may share your information with our commissioned service providers to provide you with a repairs and maintenance service. Your name and address may be passed to a third party organisation which has a data-sharing agreement with ECC to distribute our publications (InSight magazine and the Tenant Annual Report) and with an organisation Acuity for the purposes of collecting annual Tenant Satisfaction surveys as required annually by the Regulator for Social Housing, this organisation will also have a data-sharing agreement with ECC.

We may also share your information with partnership agencies such as the Police and the NHS where there is a legal obligation for us to do so or to effectively carry out our landlord obligations.

When requested, we also share your information as part of the Government's National Fraud Initiative. More details can be found here: <https://exeter.gov.uk/council-and-democracy/council-information/data-protection/national-fraud-initiative/>.

How long will we keep your information

We will keep your tenancy agreement for 6 years after your tenancy has ended. We will keep other information for up to 6 years from collection. When we no longer need to keep your information, we will securely and confidentially dispose of it.

More information



For more information about how we look after your information or to find out more about your rights, go to www.exeter.gov.uk/DataProtection or contact the Data Protection Officer on 01392 265257.