

## Data Processing: Resident and Stakeholder Engagement Housing Management

*Note: This processing statement has gone live prior to discussion and agreement by the Tenant Consultative Committee. This has been necessary to ensure RBK can continue to process data within the scope of this statement. This statement will be discussed by the TCC at their June 2020 meeting from which agreed changes will be made.*

### Background

Local Authorities involve residents and stakeholders in shaping service delivery as part of the wider requirement of Democratic Engagement. Housing and Social Investment deliver and facilitate a variety of resident and stakeholder engagement activities. This includes but is not restricted to formal meetings such as the TCC and ad hoc meetings with groups of residents or stakeholders on specific priorities.

### Data Processing

All personal data processed in Resident and Stakeholder Engagement will be processed in line with the public task/public interests duties as described by the GDPR and Data Protection Act 2018.

In seeking to increase trust with Resident and wider Stakeholders across Housing and Social Investment services, we seek to be fully open in our activity. This includes the need to routinely publish names and necessary personal data in documentation made available to the public, such as minutes and articles for wider publication on resident and stakeholder engagement work. In exceptional circumstances individual groups may decide to pseudo anonymise data (e.g. use attendees initials) or redact personal detail. If a Freedom of Information request is received for these documents, it would be likely that the personal data would be released to the applicant unless there be good reason to withhold.

All participants in stakeholder and resident engagement activity are required to respect confidentiality. The processing of personal data will be kept to a minimum. Examples of activities that may result in processing personal data include the production of minutes, discussion at and in-between meetings, management of agreed improvement activity and wider publication on progress. Recordings may be taken by RBKC for the sole purpose of producing accurate minutes, and once agreed by the group will be destroyed in line with the service's retention schedule.

Those involved in resident and stakeholder activity must respect the confidentiality of the proceedings. In closed meetings Chatham House rules will apply to allow free and frank discussions. Attendees must not publish or disseminate information outside the forum, specifically personal information arising from the meeting, without the express consent of the Chair and knowledge of the group, except that already in the public domain.

If the meeting is open, it will be more difficult to control the processing of data. Attendees are expected to take this into account in their participation in the activity. In all activity attendees should respect the privacy rights of other participants.

All forums will follow council procedures for reporting data breaches. Data breaches are hereby defined as: 'a breach of security that leads to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed (by a data controller or processor)'.

Data relating to resident and stakeholder engagement activity will be retained in line with the Housing Management Retention Schedule.

The Housing Management privacy notice, found [here](#), explains how we use the information we collect, the purpose for processing this information, categories of personal information and who we share it with.

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