

Data Protection: Privacy Notice (Grenfell Tower Site)

This Privacy Notice explains how the Department for Levelling Up, Housing & Communities will use any information we collect about you.

1. What information do we collect about you?

We collect any relevant information from you, including personal information, when you enquire about the Grenfell Tower Site.

Personal information collected from you may include the following: your full name, your email address, your home address, your phone number; and any other details regarding your personal situation that are relevant to us dealing with your enquiry.

In certain instances we may collect information about you that is classed as 'special category' information. For example, in our case this might include relevant information about your health. Where relevant 'special category' information is collected, there will be appropriate minimisation of what is collected.

2. How will we use the information we collect about you?

We will use your information to send you regular updates about the Grenfell Tower Site. You can request that we stop sending you these updates at any time.

We will also use any information collected about you, including personal information, to help you access the services you have asked for and, where possible, to work with you to resolve the issue that you have approached us about.

We only ask for information that we need to enable us to fully answer your questions and provide you with the information that is relevant to your enquiry.

3. Which law allows us to collect and use information about you?

You are entitled to be told what part of the law allows us to collect and use your personal information. In our case we use Article 6(1)(e) of the UK General Data Protection Regulation (UK GDPR). This means that it is necessary for us to collect and use your personal information 'for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller'.

Our UK GDPR Article 6 (1) (e) lawful basis is further underpinned by Section 8 of the Data Protection Act 2018:

'In Article 6(1) of the UK GDPR (lawfulness of processing), the reference in point (e) to processing of personal data that is necessary for the performance of a task carried out in the public interest or in the exercise of the controller's official authority includes processing of personal data that is necessary for—

- (a) the administration of justice,
- (b) the exercise of a function of either House of Parliament,
- (c) the exercise of a function conferred on a person by an enactment or rule of law,
- (d) the exercise of a function of the Crown, a Minister of the Crown or a government department, or
- (e) an activity that supports or promotes democratic engagement.'

The law that allows us to collect and use your 'special category' information - e.g. relevant information about your health - is Article 9(2)(g) of the UK GDPR: 'processing is necessary for reasons of substantial public interest'.

Our UK GDPR Article 9(2)(g) lawful basis is further underpinned by Schedule 1 of the Data Protection Act 2018: 'Statutory etc and government purposes'.

4. Will we share the information collected about you with anyone?

It depends on what you have asked us to help you with. In order to help address your issue, we may need to share some or all of the information we have about you with other relevant government departments and agencies, or with relevant local authorities – e.g. Royal Borough of Kensington and Chelsea.

Sharing of your information may also extend to one or more commercial service providers. For example, we use the Citizen Space website run by a company called Delib to enable us to better engage with people who are interested in the future of the Grenfell Tower site.

We may also need to share information we have about you, where necessary, to meet our legal responsibilities, for example to ensure that we have complied with our requirements to co-operate with the Grenfell Public Inquiry.

If we have to share information that we have about you with anyone we will only give them what they need in order to assist you, provide a service you have requested, or to comply with our legal responsibilities. Where possible we will try to remove the details that might identify you personally, unless doing this would make it difficult for you to access the services you have requested.

5. How is the information collected about you stored?

Information collected about you is stored in a secure government IT system.

The exception to the above, is when you choose to interact with us via the Citizen Space website run by Delib – see Section 4. Any time you interact with us via the Citizen Space website necessitates that in the first instance your information is stored on Delib's secure servers. Your information will be transferred to our secure government IT system as soon as possible.

Your information will not be sent overseas.

Your information will not be used in any automated decision making.

6. How long will we keep the information collected about you?

We will keep information collected about you for as long as necessary to help you access the services you have approached us about; and to help us in resolving any disputes that may arise from you requesting our assistance.

It is anticipated that your information will be retained for no longer than 2 years.

7. What are your rights regarding any personal information of yours that we hold?

The personal information we are collecting is yours, and you have considerable say over what happens to it. You have the right:

- to see what personal information of yours we hold.
- to ask us to stop using your personal information.
- to ask us to delete or correct your personal information in specific circumstances.

8. Who should you contact if you have any questions or requests in regard to our processing of your personal information?

For any questions or requests in regard to our processing of your personal information, in the first instance you should contact the Grenfell Tower Site team at GrenfellTowerSite@communities.gov.uk If you require further assistance, you can also contact the Data Protection team at dataprotection@communities.gov.uk

9. How do you make a complaint?

If you're unhappy with any aspect of this privacy notice, or with how your personal information is being processed, and wish to make a complaint, please contact our Data Protection Officer at dataprotection@communities.gov.uk If you think we are not handling your personal information fairly or in accordance with the law, you also have the right to make a complaint to the Information Commissioner's Office (ICO), which is the UK's independent regulator for data protection matters. You can contact the ICO via their website at <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/> or by telephone on 0303 123 1113.