**Privacy Notice for Good Landlord Charter consultation, January- February 2024**

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| **Data controller:** | Greater Manchester Combined Authority, Tootal Buildings, 56 Oxford Street, Manchester M1 6EU |
| **ICO registration reference:** | Z5119967 |
| **Customer enquiries contact details:** | [officeofdpo@greatermanchester-ca.gov.uk](mailto:dataprotection@manchesterfire.gov.uk) |
| **Data Protection Officer:** | John Curtis, Greater Manchester Combined Authority |

1. **Who we are**

The Greater Manchester Combined Authority (GMCA) is made up of the ten Greater Manchester councils, the Greater Manchester Fire and Rescue Service, and the Mayor of Greater Manchester. We work with other local services, businesses, communities and other partners to improve the city-region.

1. **Summary of the survey**

The Good Landlord Charter is a proposal for a new scheme to make renting in our city region better.

It would be a voluntary scheme for landlords who want to commit to higher standards than they are currently required to by law. It would be the first such scheme in the country open to all landlords, no matter whether they are private or social landlords, big or small.

Research for the Greater Manchester Combined Authority (GMCA) shows the scale of the challenges Greater Manchester’s (GM)’s renters are currently facing. Although many landlords across the city-region pride themselves on providing good housing, more can be done to give them recognition and help tenants identify them. We would like to understand how a Good Landlord Charter could help to do this.

Everyone in Greater Manchester can take part in the consultation, as an extremely wide range of people have a stake in improving renting across the city region.

We are particularly keen to hear what renters and landlords think about our proposals for the Good Landlord Charter, and from groups representing or working with them.

We also know from research that specific communities across Greater Manchester are disproportionately negatively impacted by poor quality housing. Our Equality Impact Assessment outlines this in more detail. We want to hear from these communities, and people who work with them about their experiences.

1. **What information we will collect from you (the purpose and legal basis for processing information)**

The survey will ask you some questions about the proposals for the Good Landlord Charter, asking for your opinions on the ideas that we have set out. There will be the opportunity for you to tell us based on your experiences as a landlord or tenant where you feel the proposals will work, and where they may not work so well.

We will collect the following information in order to ensure we hear from a representative selection of Greater Manchester communities, and to ensure any policy decisions or interventions are based on the needs of different communities:

* The local authority area you live in
* Your age bracket.
* Your ethnicity
* Your religion
* Your gender identity
* Whether you identify as trans/transgender
* Your sexuality
* Whether you have a disability
* Any attachments you may provide as part of your response, such as photographs, videos, or audio recordings.

We are asking for this as we want to make sure we hear from Greater Manchester’s diverse communities, and to ensure any policy decisions or interventions are based on the needs of different communities.

In addition to this we offer an ‘optional’ service if you would like to be kept informed about the future development of the Good Landlord Charter. We will collect the following information to provide future updates on the Charters progression.**:**

* Name
* Email address
* Address
* Contact phone number

As the GMCA has legal responsibilities for the wellbeing of Greater Manchester residents, and a responsibility to treat them fairly and equally, the legal basis for undertaking this survey and using the survey data will be:

* Article 6 1(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

And for the more sensitive data:

* Article 9 2(g) processing is necessary for reasons of substantial public interest.

1. **How we ensure the security of your data**

The GMCA is committed to providing the appropriate levels of security to the information we collect and we use reasonable measures to prevent unauthorised access to that information. We are required to demonstrate that our solutions meet the required levels of personal, procedural, policy, data and technical security. We will only process personal information for the purposes it has been collected or subsequently authorised.

This survey is hosted on software called Citizen Space, which is provided by Delib. The security measures, firewall, access control and administration privileges for the Delib service have been reviewed and accepted by the GMCA. We also have a contract in place with Delib, which states the services they must provide.

The data from this survey will not be transferred to any other third party for processing.

**5.Information retention**

The GMCA will keep your information for twelve months from the point at which the survey closes. We may keep your information in an anonymised format after this time for statistical purposes and in these cases, all personal information will be removed.

1. **Transferring data**

All data collected as part of this survey will remain in UK.

1. **Data sharing**

The information collected as part of this survey will only be used by the GMCA for the purposes explained above.

1. **What rights do individuals have?**

The GMCA must comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

Under data protection law, your rights include:

* Your right of access - You have the right to ask us for copies of your personal information.
* Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
* Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
* Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
* Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
* Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.
* Your right to withdraw consent

To withdraw consent for us to process your personal data collected through this consultation:

Email: [planningandhousing@greatermanchester-ca.gov.uk](mailto:planningandhousing@greatermanchester-ca.gov.uk)

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.

If you wish to make a request, please contact us at:

Email: [officeofdpo@greatermanchester-ca.gov.uk](mailto:officeofdpo@greatermanchester-ca.gov.uk)

Post: Office of the DPO GMCA, Churchgate House, 56 Oxford Street, Manchester, M1 6EU

1. **How can I make a complaint?**

If you are not satisfied with how the GMCA is using the information we hold about you please contact our Data Protection Officer by emailing [officeofdpo@greatermanchester-ca.gov.uk](mailto:dataprotection@manchesterfire.gov.uk).

If you are still not satisfied with the GMCA’s response to any request to exercise your individual rights or if you believe that the GMCA is not processing your personal data in accordance with the law, you can contact the Information Commissioners’ Office:

Post: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113