

# Privacy notice: DLUHC Landlord Register Discovery Tenant Survey

This Privacy Notice explains how we are using your data, and informs you of your rights under data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, when we use your personal data for the purposes of the DLUHC Landlord Register Discovery Tenant Survey.

## **1. The identity and contact details of DLUHC as data controller and our Data Protection Officer**

The Department for Levelling Up, Housing & Communities (DLUHC) is the data controller at the point survey responses are collected. The DLUHC Data Protection Officer can be contacted at [DataProtection@communities.gov.uk](mailto:DataProtection@communities.gov.uk)  
Data Protection Officer, DLUHC, 2 Marsham Street, London, SW1P 4DF

## **2. Why we are using your data**

DLUHC are exploring the merits of introducing a national landlord register in England. To help us explore different options for introducing a landlord register in England we are conducting user research with a range of potential users.

Personal data is not pertinent to the goals of the analysis and will solely be utilised for the purpose of preventing the duplication of multiple responses by an individual.

## **3. How we will use your data**

DLUHC is using the Citizen Space digital platform (provided by Delib Ltd.) to collect anonymous survey results, and Zaizi Ltd. to analyse responses and provide a report for us on the user needs and requirements of private tenants. Both are our “Data Processors” under UK data protection legislation.

If you choose to participate in the Survey, you will submit your answers via Citizen Space. Zaizi Ltd., who are providing online survey management services to DLUHC, will then analyse all of the survey responses and produce a report for DLUHC based on these.

The survey itself is anonymous and you are asked not to provide any personal data in response to any of the survey questions.

Although the survey is anonymous, to gather your answers over the web Delib and Zaizi needs to collect and use certain data – IP Address, and any information from website ‘cookies’ and other tools, that are essential to allow the online survey portal to function.

Data like IP Address and website ‘cookies’ needed to operate the survey portal are personal data under UK data protection legislation, but we will never use it to identify an

individual. It will be used only for the purpose of collecting your survey answers electronically, and to ensure that answers are accurate – for example to check that duplicate responses haven't been accidentally submitted.

#### **4. Legal basis for processing the data**

We need to have a lawful basis under UK data protection legislation to process your personal data. For the survey we are using:

*Article 6(1)(e) of the UK GDPR* – the 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.

*Section 8(d) of the Data Protection Act 2018* – states that we may process personal data for the exercise of a function of a government department.

#### **5. With whom we will be sharing the data?**

DLUHC is using two companies (see section 3 above) to deliver the 'Landlord Register Discovery Tenant Survey' and they will share personal data between them to do this.

Delib Ltd, who provide the online survey portal to collect survey responses, will share data with Zaizi Ltd. to undertake analysis of responses. If required, any personal data collected like IP Address, may also be shared with Zaizi only for the purpose explained above.

No personal data is shared outside of these survey providers, including with DLUHC itself.

#### **6. For how long we will keep the personal data, or criteria used to determine the retention period.**

Any personal data collected (see section 3 above "How we will use your data") will be deleted within three calendar months of the survey closing to participants.

#### **7. Your rights, e.g., access, rectification, erasure**

In addition to any rights set out when that data was collected and which remain applicable, you have rights that affect what happens to it for the purposes of this exercise. You have the right to:

- a) know that your personal data is being used in this way
- b) see what data is held about you
- c) ask to have your data corrected, and to ask how check that the information held is accurate are carried out
- d) object to the use of your personal data for the purposes of this exercise, and to restrict its use in certain circumstances
- e) complain to the ICO (see below)

## **8. Sending data overseas**

Your personal data will be held in the UK and will not be sent overseas.

## **9. Automated decision making**

We will not use your data for any automated decision making.

## **10. Storage, security, and data management**

DLUHC has required Delib Ltd. and Zaizi Ltd., under the terms of their contracts with us, to put in place appropriate controls to ensure that any personal data they may process are stored and used securely.

## **11. Complaints and more information**

The processing of your personal data will be in accordance with the law, including the Data Protection Act 2018 and UK General Data Protection Regulation.

If you are unhappy with the way DLUHC has used or processed your data, you can [make a complaint](#). Please see <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/about/complaints-procedure> for details.

If you are not happy with how we are using your personal data, you should first contact [dataprotection@communities.gov.uk](mailto:dataprotection@communities.gov.uk).

If you are still not happy, or for independent advice about data protection, privacy, and data sharing, you can contact:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow, Cheshire,  
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745  
<https://ico.org.uk/>