



Service Specific Privacy Notice – Housing Benefit and Council Tax Support Administration

This notice contains service specific privacy information and should be read in conjunction with our pages detailing privacy information common to all service areas, such as how to contact the Data Protection Officer, Exercising of Your Rights, Data Storage and Retention and Feedback and Complaints.

Lawful Basis for Processing of Personal Data

The Data Protection Act requires that personal data is collected and processed only where there is a lawful basis to do so. The lawful basis' which applies in this instance are as follows:

Legal obligation: the processing is necessary for us to comply with the law.

Lawful Basis for Processing of Special Category Personal Data

In some cases it may be necessary for us to collect hold and process information of a more sensitive nature. Where this is the case, the lawful basis for us to do so is as follows:

Social Security and Social Protection Law: the processing is necessary for the council to fulfil its obligations to the customer as required under social security legislation.

Purpose of Processing Personal information

We are collecting your personal data for the following purposes:

Administering of benefits.

Please note that in order to comply with current legislation your data may also be used for:

Data matching under local and national fraud Initiatives.

Crime prevention and prosecuting offenders.

Personal Data Collected From Third Parties

Please note that the following information:

Personal details.

Lifestyle and social circumstances.

Employment details.

Housing needs.

Physical or mental health details.

May be obtained from third parties such as:

Employers;

Housing associations and landlords;

Family members or representatives you have appointed;

Local and central government.

Information Sharing

To ensure that the council provides you with an efficient and effective service we will sometimes need to share your information between teams within the council.

We may also share information with third parties that support the delivery of the services you receive or where we are legally obliged to do so. Information we hold may be shared with the following types of organisation:

Customers

Family associates or representatives you have appointed

Current and past employers

Healthcare, social and welfare organisations

Debt collection and tracing agencies

Financial organisations (for example when making BACS payments)

Service Providers

Local and Central Government (for example the Department for Works and Pensions)

Ombudsmen and regulatory authorities

Professional Advisors and Consultants

Courts, Tribunals and Prisons

Political Organisations (for example your local MP)

Credit reference agencies

Police Forces

Housing associations and landlords

Voluntary and charitable organisations (for example the Citizens Advice Bureau)

Partner agencies, approved organisations and individuals working with the police

Legal representatives and/or defence solicitors.

We will only ever share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

We will never share your information for marketing purposes.

Failure to Provide Personal Information

Please note that providing your personal information is necessary to enable the Council to fulfil its statutory obligations and any failure to provide this information may prevent or delay us in meeting these obligations and in providing you with a timely and effective service.

We will always seek to recover benefit overpayments and where such overpayments are deemed to have been caused by a failure to notify the Council of changes in your circumstances this may also result in prosecution.