

Privacy Notice

Privacy notice for housing benefit, housing payments and local council tax reduction

Please read this in conjunction with the council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

Your Information

South Gloucestershire Council is the data controller for the purposes of the Data Protection 2018 and the UK General Data Protection Regulations [UK GDPR], which means it determines what your personal data is used for and why it is collected.

This Privacy Notice relates to the personal information we have collected from your Housing Benefit, Housing Payments and/or Council Tax Reduction application forms.

Housing Benefit/Housing Payments/Council Tax reduction

Purpose of processing

For administering Housing Benefit (HB) and Housing Payments (HP), South Gloucestershire council is a joint data controller with:

- The Department for Work and Pensions (DWP). You can see their privacy notice and find their contact details on the [Gov website](#).

Lawful basis

For Housing Benefit, Housing Payments and Council Tax Reduction, we have a legal obligation to process your personal information in accordance with GDPR Article 6 1(c). We will not be able to assess any entitlement without the personal data you provide us with.

Personal data we collect and process.

You should be aware that the information we have been provided with in relation to Housing Benefit, Housing Payments and Council Tax Reduction includes (where relevant)

- Name
- Address
- Date of birth
- Evidence of your identity
- Information regarding your income, including employment, benefits and pensions
- Information regarding your savings, including bank accounts, shares and trusts
- National Insurance Number
- Details about where you live
- Details of the rent you pay (where relevant)
- Name and address of your landlord (if you have one)
- Details about any dependent children in the household
- Details about your nationality and immigration status
- Details about your health (where relevant)
- Phone Number/Email Address – (where you have provided this)

Please note: Sometimes we need information about people other than the person who has applied for a benefit or service in order to work out what that person is entitled to. For example, where a person makes a claim for Housing Benefit, we need information about other people who live in the same household in order to work out how much the applicant will be eligible for.

We get most of this information from you, but we may get some information about you or those within your household, from the DWP and Her Majesty's Revenues and Customs (HMRC).

How we'll use your information

We will use your information to work out whether or not you are entitled to Housing Benefit, Housing Payments and/or Council Tax Reduction.

We will also use the data to plan future services (for example, when we review our council tax reduction scheme periodically).

Your information will be administered by the Council's Benefit Service, however we do share your information with other organisations.

When you make your claim for Housing Benefit, Housing Payments and/or Council Tax Reduction, you are giving your consent for us to make enquiries to any relevant organisation in order to assess your entitlement. This means that we may contact third parties like your landlord, your employer or your pension provider in order to confirm the information that you have given us, where if you are unable to provide the proof yourself. We will only give them information about you which is relevant to the query. If you do not want us to contact third parties, we may not be able to assess your claim.

We may need to share your information with partner organisations, including;

- Civica & Northgate Public Services for the purpose of processing Housing Benefit/Council Tax Reduction claims.
- We have a legal obligation to share your information with the Department for Work and Pensions for statistical analysis, policy formulation and the prevention of fraud and error.
- We also have a public interest reason, which is supported by legislation, to share your data with the Cabinet Office (National Fraud Initiative), and Her Majesty's Revenues and Customs, for the purpose of preventing and detecting fraud and error or recovering overpayments of benefit. If you want to find information on how these organisations process and protect your personal information, you will need to view their individual Privacy Notices.
- We may also use your information to contact you about other benefit schemes that might support your needs.

How long we'll keep your information

We keep all records relating to Housing Benefit, Housing Payments and/or Local Council Tax Reduction for as long as you have an active and ongoing claim with us. Even if your claim is closed, we will keep your records for the current financial year and for the six financial years following the year that your claim is closed.

Transferring your information overseas

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service.

Your rights

- You have the right to access the personal information we hold about you. Any access requests are free of charge.

- If the information we hold about you is inaccurate, you have a right to have this corrected and you have the right to request completion of incomplete data.
- You have the right to ask us to erase your personal data in certain circumstances ('right to be forgotten').
- You have the right to ask us to stop or restrict the processing of your personal data in certain circumstances. Where possible, we will seek to comply with your request, but we may need to hold or process information to comply with a legal requirement.

If you have any worries or questions about how your personal information is handled, please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their contact page or call them on 0303 123 1113.