

Privacy Notice for Housing Benefit and Council Tax Reduction

Why we are collecting your personal data?

Rother District Council is a data controller for the purposes of the Data Protection Act 1998 and, from the 25 May 2018, the General Data Protection Regulation 2016. We collect, hold and use your personal data in order to work out your housing benefit or council tax reduction claim. We will only collect the personal data from you we need in order to provide this service to you.

What is the legal basis for processing your personal data?

We do this as a task carried out in the public interest in line with the Housing Benefit Regulations 2006 and the Council Tax Reduction Schemes (Default Scheme) (England) Regulations 2012. We will not be able to assess and process your application without the personal data you provide to us.

Who will your personal data be shared with?

We share your personal data internally for our own data matching exercise, using names, addresses and dates of birth. This helps us to ensure the personal data we hold is accurate and up to date and identify customers by a single customer record.

We may need to pass the personal information that we collect from you on to other agencies or governmental organisations (e.g., Department for Work and Pensions and HM Revenue and Customs) in order to assess and process your application.

We may also use and check your personal data for the investigation and prevention of fraud, anti-social behaviour and criminal activity. This may include sharing your information with police services, credit reference agencies, governmental organisations (e.g., Department for Work and Pensions and HM Revenue and Customs) and other local authorities. We also take part in the National Fraud Initiative's anti-fraud data matching exercise for these purposes.

Where we need to disclose sensitive information, such as medical details, to a third party, we will only do so once we have obtained your explicit consent or where we are legally required to do so. We may also disclose this information when necessary to prevent risk of harm to an individual.

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services. If any of your details change please tell us as soon as possible so that we can update your records.

We will not

- Use your information for marketing or sales purposes without your prior explicit consent.
- Store or send your personal data to a country outside the European Economic Area (EEA).
- Make decisions about you based on automated processing of your personal data.

How long will we hold your data for?

- Records relating to current and new claims for housing benefit: six years from the date the records are created.
- Records relating to council tax discounts, exemptions and council tax band reductions: six years from the date the records were created.

Your rights

The General Data Protection Regulation gives you a number of rights in relation to your personal data:

- Right to access a copy of your personal data.
- Right to have your personal data corrected.
- Right to have your personal data deleted (“right to be forgotten”).
- Right to restrict how we use your personal data.
- Right to ask us to transfer your personal data to another service provider.

You can get more information about these rights in the Council’s Privacy Policy.

If you wish to exercise any of these rights please contact our Information Governance team on informationgovernance@rother.gov.uk in writing or by completing our online form.

If you are dissatisfied with how we have used your personal data you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk.

Identity of Data Protection Officer

If you have any questions or concerns about how your personal data is handled, you can contact our Data Protection Officer (DPO), Graham McCallum, at dataprotection@rother.gov.uk.