

PRIVACY NOTICE FOR FINANCIAL ASSESSMENTS (Adults & Children's)

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

Who are we?

Financial Assessments and Benefit Team - South Gloucestershire Council

Legal Basis for processing information:

The lawful basis for processing your information is necessary for compliance with a legal obligation, GDPR Article 6 (c), as specified by the following legislation:

The Care Act 2014
Adoption & Children act 2002

Your Information

This Privacy Information relates to the personal information we have collected from you via hard copy documents (such as application forms), e-mail, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf e.g. a solicitor.

We may be supplied information from the Department for Work and Pensions (DWP) or Tell Us Once death notifications that you had supplied them previously. Information to help us assess your entitlement could come from Council Tax, the valuation office, fraud teams, children services, Housing Benefit, adult social care teams, Housing.

With the right permissions in place, information may be received from Citizens Advice, family members and friends. Information may also be received from other councils that have lived in or are moving to.

South Gloucestershire Council is the data controller for Financial Assessments and we have a legal obligation to process your personal information. We will not be able to assess any entitlement without the personal data you provide us with.

Type of information collected from you

You should be aware that the information we collect in relation to Financial Assessments enables the team to carry out its duty and functions, provide you with a service and continue to make service improvements. It includes (where relevant)

- Name
- Marital status

- Address
- Date of birth
- National Insurance Number
- Evidence of your identity
- Evidence of your residency in South Gloucestershire or your connection to the area
- Information regarding your income, including employment, benefits and pensions
- Information regarding your expenses including any rent or mortgage you may pay
- Information regarding your savings and investments, including bank accounts, property, shares and trusts
- Information regarding any debts you may have incurred and which remain outstanding
- Details about where you live and your landlord (where relevant) and previous addresses if relevant
- Details regarding members of your household and their relationship to you
- Details about your nationality and immigration status
- Details about your health/disability (where relevant) and any disability related expenditure
- Phone Number/Email Address

Please note: this information will also be collected for other members of your household including your partner, where relevant. Certain of the above information will additionally be collected for any third party who applies on your behalf.

How we'll use your information

We'll use your information to calculate your client contribution towards adult social care needs, or for certain financial entitlements to help care for children. The information may also be used in the detection and prevention of fraud.

Who we can share your information with

When contacting the Financial Assessment & Benefits team, your information may be shared with other Council staff to the extent required to provide you with the service you have requested. When you make your claim for financial assistance, you give your consent for us to make enquiries to any relevant organisation in order to assess your contribution for your care or entitlements. This means that we may contact people like your pension provider in order to confirm information that you have given us 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 be unable to assess your contributions or entitlements.

The Council shares your information with Central government, Government agencies and departments including Department for Works and Pensions (DWP) and Her Majesty's Revenues and Customs (HMRC), Home office, Law enforcement agencies, Fraud, Courts/tribunals, Care organisations, External auditors, other councils, where the law allows us.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

In addition to the above, we will not share your personal financial information with an external organisation or individual unless:

- the organisation or individual is legally appointed to deal with your financial affairs; or
- where it is required as part of a Safeguarding Procedure.

We may also use your information to contact you about other benefit schemes that might support your needs.

How we store your information

Your data is stored securely on our systems and accessed only by authorised officers of South Gloucestershire Council by using their own Username and Password all created in-line with pre-defined user credentials. Personal data is also held in electronic files on the Councils network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, and any exchanges of information carried out once we are in receipt of your data will be done securely.

Any personal data held in paper format is held in lockable filing storage, and accessed only by authorised officers, as is data held on audio or CD/DVD media. Data may be stored in paper form and is always secured in lockable cabinets when not in use. Access to Council sites is also secure requiring a person electronic pass (lanyard) to access staff only areas.

How long we'll keep your information

We keep all records relating to the management of financial assessments (or applications for financial assessments) for the duration that you receive services through adult social care or children's services, and for 6 years after case closure. Where any outstanding care charges remain unsettled for adult care and support, 6 years plus the current year after the debt is settled.

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.