

PRIVACY NOTICE FOR HOUSING BENEFIT 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

This Privacy Information relates to the personal information we have collected from your Housing Benefit and/or Council Tax Reduction application form.

South Gloucestershire Council is the data controller for Housing Benefit/Council Tax Reduction and we have a legal obligation to process your personal information and 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.

You should be aware that the information we have been provided with in relation to the above service 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
- Name and address of your landlord (if you have one)
- Details about your nationality and immigration status
- Details about your health (where relevant)
- Phone Number/Email Address – (where provided by you)

Please note: this information will also be collected for other members of your household, where relevant.

How we'll use your information

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

Who we can share your information with

Your information will initially 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 and/or Council Tax Reduction, you give your consent for us to make enquiries to any relevant organisation in order to assess your entitlement. This means that we may contact people like your landlord, your employer or 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 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), 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 companies process and protect your personal information, you 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 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.