



Housing Benefit and Council Tax Reduction Privacy Notice

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Housing Benefit, Council Tax Reduction and Free School Meals Privacy Notice

Wigan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

Wigan Council is responsible for the assessment, award and administration of Housing Benefit and Council Tax Reduction for residents who require support with their rent or Council Tax payments. This notice relates to the application and assessment process for Housing Benefit and Council Tax Reduction including how we process information relating to new claims, changes in circumstance, Discretionary Housing Payments and Free School Meals.

Our core obligations under the general data protection regulations (GDPR) and commitments are set out in the [Council’s primary privacy notice](#).

It describes how we collect, use and share personal information about you:

- Before, during and after your Housing Benefit and Council Tax Reduction claim with us
- The types of personal information we need to process

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

Purpose(s)

The main purposes for processing your personal information are:

- To assess your application for Housing Benefit / Council Tax Reduction
- To allow us to pay any award directly into your bank account
- To enable us to re-assess and update your Housing Benefit / Council Tax Reduction claim where you have a change in circumstance relevant to your claim
- To allow us to put into place recovery procedures where you are overpaid Housing Benefit / Council Tax Reduction
- To assess and maintain your application for Discretionary Housing Payments
- To assess and maintain your application for Free School Meals

Categories of personal data

In order to carry out these functions we process personal information for you and other people – including children - resident in the property in relation to :

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- Bank account details,
- Employment and payroll as well as national insurance status information.
- Home Office information including U.K. residency status
- Information regarding student status including place of education

Special Categories

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Medical information including information regarding health conditions relevant to your claim
- Financial information including Welfare Benefit and Her Majesty's Revenue and Customs information

The legal bases we rely on for processing your personal information are:

- Necessary for compliance with a legal or statutory obligation

If we intend to use your information beyond legal obligations or to exercise specific rights, we will seek your consent to process your information and full guidance will be provided.

Automated Decision making

All the decisions we make about you involve human intervention with the exception of some Automated Transfer to Local Authority Systems (ATLAS) data, where information regarding changes to your financial circumstances are received from the Department for Work and Pensions.

Cookies

To find out how we use cookies please [see our cookie notice](#).

Data Sharing

In addition to the general reasons for information sharing described in the Council's primary privacy notice:

- Council Tax
- Wigan Council Housing Rents
- Police
- Department for Work and Pensions
- Her Majesty's Revenue and Customs Service
- Her Majesty's Court Service
- Children's Service
- Registrars Service
- Environmental Services
- Adult Services
- Registered Social and Private Landlords
- Schools and Colleges

- Employers
- Other local authorities

We also collect or receive information from external parties such as:

- Council Tax
- The Department for Work and Pensions
- Her Majesty's Revenue and Customs Service
- Wigan Council Housing Rents
- Her Majesty's Court Service
- Registrars Service
- Adults Service
- Children's Service
- Schools and Colleges
- Registered Social and Private Landlords
- Police
- Environmental Services
- Other local authorities

Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our corporate records policy to fulfil legal, statutory and regulatory requirements.

Rights of Access, Correction, Erasure and Restriction

You have the right to ask for your information and there will not be a charge for you to do so. This is known as a [subject access request](#) and we act in accordance with this policy.

- To ask for your information to be corrected if it is inaccurate or incomplete.
- To ask for your information to be deleted or removed where there is no need for us to continue processing it (right to be forgotten).
- To ask us to restrict the use of your information.
- To ask us to copy or transfer your information from one IT system to another in a safe and secure way without impacting the quality of the information.
- To object to how your information is used.
- To challenge any decisions made without human intervention (automated decision making).

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

Right to withdraw consent at any time

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawal of your consent.

If you wish to withdraw consent contact GDPRQueries@wigan.gov.uk in writing who will process your request within 14 days.

Your Rights

In addition to the above you have legal rights in relation to your personal information. You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the [Council's Primary Privacy Notice](#) and should be read before consenting to this document.

To ask for access to your information you should contact GDPRQueries@wigan.gov.uk

DATA PROTECTION OFFICER

If you wish to raise a concern or discuss any aspect of this notice please contact our Data Protection Officer at GDPRQueries@wigan.gov.uk .

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioners Office \(ICO\)](#) at:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

CHANGES TO THIS PRIVACY NOTICE

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.