



# Universal Credit Digital Support Survey Privacy Notice

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## Universal Credit Digital Support Privacy Notice

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

Wigan Council is responsible for supporting residents to apply for Universal Credit online. This notice relates to the data we collect about residents who have been supported to apply for Universal Credit online, by ourselves and our digital inclusion partners. We are required to give the Department for Work and Pensions (DWP) information and proof of the number of residents we have supported.

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

### This notice provide additional privacy information for:

- Members of the public

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

- Before, during and after your Universal Credit application
- 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 enable us to report how many residents have been given support to complete their Universal Credit application online
- To allow us to prove that individuals have been supported to complete their Universal Credit application online.

### Categories of personal data:

In order to carry out these functions we process personal information in relation to:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- Personal demographics such as date of birth
- Personal data such as National insurance number.

## 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.

## 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 we share information with:

- Department for Work and Pensions

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

- The Department for Work and Pensions

## 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](mailto: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](mailto: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](#).

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.