

Data Protection Privacy Notice

Service: Revenues and Benefits Service

Team: Benefits

Processing activity: Administration of test and trace support payments

The Data Controller

East Devon District Council's Revenues and Benefits Service

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing benefits@eastdevon.gov.uk or by calling 01395 517446.

The Data Controller's Representative

Simon Davey: Strategic Lead, Finance

Contactable by emailing sdavey@eastdevon.gov.uk or by calling 01395 517446.

The Data Protection Officer

Henry Gordon Lennox

Contactable by emailing dataprotection@eastdevon.gov.uk or by calling 01395 517401.

Obtaining your personal information

We are likely to have been provided with your information by you, or by a third party acting with your authorisation and on your behalf, as an applicant for a test and trace support payment as a result of a loss of income due to self-isolation. The information we will hold is your name, contact details, employment, financial and medical information, including the fact that you have been told to self-isolate by the NHS test and trace service.

When assessing eligibility for the payment we will, with your consent, access your records contained in the NHS Test and Trace data system (CTAS).

Use of your personal information

We are using your personal information for the purpose of administering the Covid Test and Trace support payment and on the basis of a legal obligation and public task under the Health Protection (Coronavirus, restrictions) (Self-Isolation) (England) Regulations 2020.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Revenues and Benefits Service for the purpose of assessing and administering your application and by our support services (such as the Legal and Finance Teams and third party payment handler) where necessary to carry out the purpose.

We may carry out checks with the Department for Work and Pensions (DWP) and with your employer for verification purposes and with HMRC for Tax and National Insurance purposes.

To validate your bank account details, we need to share relevant information you've given us with TransUnion. This will be used to ensure your Test and Trace Support Payment is paid to the correct bank account and to help prevent fraudulent use of the Test and Trace Support Payment scheme.

We will provide information to HMRC about any payments we make to enable the assessment of Tax and NI contributions.

Information may be shared with partner agencies during safeguarding investigations and for fraud identification and prevention. We may also share information with our corporate safety officer when our staff safety is viewed as being at risk.

With your consent, we may share your contact details with other organisations who can offer financial or welfare support relating to difficulties experienced as a result of Coronavirus.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your Rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

As we are processing your personal data on the basis of legal obligation and public task you also have the right to object and the right to restrict processing and where we are processing special category data with your consent, including our search of your CTAS records, you have the right to withdraw your consent.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Information Commissioner's Office [website](#)