

## **Data Protection Privacy Notice**

Service: Revenues and Benefits Service

Team: Financial Resilience Team

Processing activity: Administration of financial resilience support and local welfare provision funding

### **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 [hardship@eastdevon.gov.uk](mailto:hardship@eastdevon.gov.uk) or by calling 01395 517446.

### **The Data Protection Officer**

Contactable by emailing [dataprotection@eastdevon.gov.uk](mailto:dataprotection@eastdevon.gov.uk)

### **Obtaining your personal information**

We are likely to have been provided with the information by you, or a third party such as another service area within the council; welfare advice agency such as Citizens Advice East Devon; or another partner agency such as Exeter Community Energy, school, foodbank etc. The information we will hold is your name, national insurance number, date of birth, contact details, financial information, dependants living with you and other members of your household, and details about your personal situation leading you to request emergency financial assistance. We will also hold these details for any partner you may have, along with details confirming names, date of births and where relevant, national insurance numbers and financial details of other members of your household.

When assessing eligibility for support we may also obtain information about you, your household, your employment and income details from the Department for Work and Pensions, His Majesty's Revenues and Customs, The Home Office, The Pension Service, employers, Landlords and agents and other service areas of EDDC.

Where we process special category data relating to your health, in connection with assessing eligibility for support, this will be processed in accordance with Article 9 of the UK General Data Protection Regulation

### **Use of your personal information**

We are using your personal information for the purpose of administering Financial Resilience Support and Local Welfare Provision Funding such as the Household Support Fund, our local hardship funds, and discretionary housing payment and exceptional hardship fund applications, on the basis of a legal obligation and public task under the Social Security Administration Act 1992, The Discretionary Financial Assistance Regulations 2001, EDDC Council Tax Reduction Scheme Policy, and EDDC Council Tax Discretionary Discount Policy. We may also use your contact details and case history to communicate with you when we are consulting on, or implementing, changes to the council tax reduction working-age scheme in accordance with our obligations under the Local Government Finance Act 2012.

We will use your data while profiling to help inform us of where additional local welfare support funding for low-income families, such as administration of the Household Support Fund, EDDC's hardship funds, EDDC's Action on Poverty Funding should be utilised. In addition, we will use your data to help inform policies and work we are completing under our

poverty strategy. When using your data for informing policies and targeted support your data will be anonymised. As a result of this you could be allocated a payment from welfare funds. If you would like us to review any automated decision made or you would like your details removed from the dataset we use, you can contact us at [harship@eastdevon.gov.uk](mailto:harship@eastdevon.gov.uk)

### **Who will receive or see my personal information?**

Your personal information will be available to be seen by those within the Financial Resilience Team for the purpose of assessing and administering your application for financial support.

Your information may also be provided to the following; Internal service areas including Benefits, Council Tax, Housing and Environmental Health, for the purpose of carrying out our regulatory functions and legal obligations including those under the Homelessness Reduction Act 2017 and the Environmental Protection Act, and for the purpose of identifying and preventing fraud. Your details may also be shared with support services (such as the Legal and Finance Teams and third-party payment handlers) where necessary to carry out supporting functions such as payment of hardship payments.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations; for fraud identification and prevention; and in relation to our Prevent duty pursuant to the Counter Terrorism Act and associated legislation.

We may also share your data within the organisation or with other Government agencies in order to prevent and/or detect potentially fraudulent activity. Subject to a legal gateway, your information may also be shared for the prevention of fraud and criminal activity with (list not exhaustive): The police, Immigration Service, Absconder Services and/or UK Border Agency, Health and social care organisations, Other Local Authorities.

With your consent your information may also be shared with partner agencies for the purposes of joint working towards solving the underlying issue causing your financial hardship, this may include Citizens Advice East Devon and Exeter Community Energy for the purposes of assessing eligibility for energy efficiency support, debt advice and welfare benefit advice.

Your claim information is processed by our IT company.

We may also discuss your application with your Landlord where authorised, by you, to do so. 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, 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.

We may only be able to provide you with information that has not originated from another organisation or agency. On occasion we may need to check with the relevant agency before we can release information. We will advise you if this is the case. For example we might not be able to give you all information that was given to us by the DWP without checking with them first. You will still be able to ask the DWP for this information directly.

## **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](mailto: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  
Website: [www.ico.org.uk](http://www.ico.org.uk)