

## **Housing Benefit, Council Tax Reduction & Crisis and Resilience Housing Payment – Privacy Notice**

### **The reasons why we process your data:**

- Assessments for housing benefit, council tax reduction and crisis and resilience housing payment
- Payment enquiries
- Overpayment recovery
- Updating and amending details including changes to household composition, financial circumstances and address.
- Prevent and detect fraud
- Derive statistics which inform both local and central Government on council tax
- Comply with legislation

### **How we collect your data:**

- Emails
- In person
- Letters
- Telephone Calls
- Online
- Via the national “Tell us once” Scheme

We may also receive data from third parties with respect to administering changes to your claim such as DWP

### **The lawful basis for processing your data:**

- Public task

### **The type of personal data we process:**

- Name
- Address
- Email Address
- Telephone Number
- Date of birth
- National Insurance number
- Financial information
- Payment information
- Household composition and personal circumstances
- Employment information

### **Special (Sensitive) category data:**

- Ethnic origin (including nationality)
- Health (mental and physical)
- Medical information

### **Lawful Basis for Processing Special Categories of Personal Data:**

Substantial public interest

## **Processing of personal data relating to criminal convictions and offences:**

Criminal offence data will be processed under additional conditions within schedule 1, Part 3 of The Data Protection Act 2018, Paragraph 36 - extension of substantial public interest

Prevention and detection of crime

### **Sharing your data:**

- Capita (as Data Processor)
- Other Council Departments
- Other Local Authorities
- Central Government
- HMRC
- Enforcement Agents
- County and Magistrates Courts
- DWP
- The Police
- External auditors
- Local Government Ombudsman
- Insolvency Practitioners
- Legal representatives
- Housing associations and landlords

### **Automated decision making :**

Non-Applicable

### **How long we keep your data:**

We will retain certain data for as long as is required for the accurate billing, collection and enforcement of Council Tax. In most cases this will exceed 6 years.