

Data Protection Privacy Notice

Service: Revenues and Benefits Service
Team: Benefits
Processing activity: Administration of Benefits

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 Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

We are likely to have been provided with the information by you a Landlord or property agent or as an applicant for Housing Benefit, Council Tax Support, Discretionary Housing Payment or Exceptional Hardship Fund. Your information may be referred to us by a third party such as a Landlord, Agent, Welfare advice agency or another service area within the council. The information we will hold is your name, contact details and medical and financial information.

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, HMRC, 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 only be processed with your consent.

Use of your personal information

We are using your personal information for the purpose of administering Benefits (including Housing Benefit, council tax support, discretionary housing payment, exceptional hardship fund applications and recovering Housing Benefit overpayments) on the basis of a legal obligation and public task under the Social Security Administration Act 1992, Housing Benefit General Regulations 2006 (as amended), Housing Benefit (persons who have attained the qualifying age for state pension credit) Regulations 2006 (as amended), Welfare Reform Act 2012, The Discretionary Financial Assistance Regulations 2001, EDDC Council Tax Reduction Scheme Policy, The Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2013 (as amended) 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.

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, recovering any Housing Benefit overpayments and by our support services (such as the Legal and Finance Teams and third party payment handler) where necessary to carry out the purpose and will be provided to the following;

Internal service areas including Housing, Electoral Services, Environmental Health, Planning Enforcement, Building Control, Parking Services for the purpose of carrying out our

regulatory functions and legal obligations including those under the Town and Country Planning Act, Building Act / Building Regulations, Homelessness Reduction Act 2017 and the Environmental Protection Act and for the purpose of identifying and preventing fraud

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.

Externally, we may share information about you with other billing authorities for the purpose of recovering debt; and your name, household composition, payment and account information with the Child Support Agency, DWP, NFI, credit reference companies; HM Courts and Tribunal Services and HMRC for the purposes of assessing liability and for fraud identification and prevention.

Your claim information is processed by external printers acting on the council's behalf and is scanned by our IT company.

With your consent, we may also share financial information with Homemaker for the purpose of preventing homelessness and your contact information with local Foodbanks. We may also share detail about your benefit entitlement with our Private Sector Housing Team for the purpose of assessing eligibility for energy efficiency support. We may also discuss your application with your Landlord where authorised, by you, to do so.

Information about debts owed by you to the council may be provided to the insolvency service in response to requests received under the The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020

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.

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](#)