

Data Protection Privacy Notice

Service: Revenues and Benefits Service

Team: Financial Resilience Team

Processing activity: Administration of Household Support Fund and Hardship Fund

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 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, or a third party such as another service area within the council; welfare advice agency; or another partner agency such as a school.

The information we will hold is your name, 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.

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 the Household Support Fund, our discretionary hardship scheme, 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.

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.

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.

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.

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

Website: www.ico.org.uk