

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us for the **Household Support Fund**. It is written in accordance with the UK data protection legislation.

This notice applies to potential, current and former customers of the service and those we have contacted but have opted not to partake in the service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of first Issue: May 2023

Date of latest issue:

Update History:

Version 1	First issue of a new Privacy Notice
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Directorate: Place
Service: Housing
Team: Housing Operations

About the Organisation:

The Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178** <https://ico.org.uk/ESDWebPages/Entry/Z6825178>
The Data Protection Officer

Contact details for the Data Protection Officer for West Berkshire Council can be found at: <https://info.westberks.gov.uk/dataprotection>

The Personal Data We Hold About You

We request and process the following personal data:

- Name
- E-mail address
- Postal address
- Telephone number
- Details of any existing qualifying benefits
- National Insurance Number
- Date of birth
- Proof of employment (if you are self-employed this will include self-assessment returns, trading income)
- Bank or Building Society details
- Number of people in your household
- Name of people in your household
- Date of birth for people in your household

We also request and process the following special category information:

- Health information

These details are collected and held in a secure folder with limited access.

Source of Your Personal Data

We receive information directly, or indirectly, from the following sources:

- You as an individual by:
 - Our online form
 - Paper form
 - Email
 - Telephone
 - In person

Purpose and Legal Basis for Processing Your Personal Data

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information

If you have made a an application to the Household Support Fund application we will use your data to

- Determine your eligibility for the Household Support Fund
 - Contact you with the decisions or updates related to your application
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- Issue the Household Support Fund payment to your nominated Bank or Building Society account
- Provide anonymous reports to Department of Work and Pensions
- To assist with targeting help at specific groups.

Our legal basis for using your information

When you provide the data detailed above to the council with a view to applying for the Household Support Fund Scheme, the processing of your data then proceeds in order to test your eligibility and subsequently provide you with the funds you are eligible for.

As such, under the GDPR, the council is required to identify a legal basis for processing. In this case, your data is processed according to Article 6 (a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes

However, no individual is obliged to make an application for the Household Support Fund. Should you decide you don't want to provide your data, this will naturally affect our ability to provide you with the payment as the council will be unable to verify that you are eligible to receive it, or arrange for electronic transfer of the funds

Article 9. 2. (a) outlines how the Council will process special category personal data where there is explicit consent to do so

You can read the guide to lawful basis for processing special category data on the Information Commissioner's Office website (<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/special-category-data/>)

Your consent

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If we have consent to use your personal data, you have the right to remove it at any time.

If you want to remove your consent, please contact hsf@westberks.gov.uk and we will deal with your request.

If you remove your consent, we are unlikely to be able to provide continued services to you.

Sharing Your Personal Data

If you have made a Household Support Fund application, your data may be seen by members of staff from of the Housing Operations Team, Digital Services, Finance and Property, Public Health and Customer Services Teams of West Berkshire Council.

To ensure the Council is meeting its statutory duty to safeguard children, data of households with children under 18 will be shared Children and Family Services.

Your relevant data may be entered into Department of Work and Pensions (DWP) part of the process for assessing your eligibility.

In cases of suspected fraud your information may be passed to the police to conduct an investigation; there may be other circumstances where the council is required by law to share data with third party agencies.

How We Store Your Personal Information

Your information will be stored on an internal database and will be protected using up-to-date technical and organizational security measures. Limited staff will have access to the information. Each system user has an individual username and password and a user profile which only allows them to access the details they need to carry out the job.

Retaining Your Personal Data

Your personal data will not be kept longer than necessary.

You can check how long the Council will keep each type of data against our retention schedule (www.westberks.gov.uk/retention).

For personal data held by the Council for its own functions, the retention period will be as set out in our retention and disposal schedule.

We will then delete or destroy your personal data where information is not required to be retained as part of our statutory obligations. Our access to the government portal will be removed.

Your data protection rights

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

You're Rights

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
 - **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
 - **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
 - **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
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- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

How to Make a Request

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

Service Adjustments

As a public authority and a provider of services to the public, we have a legal duty to comply with the Equality Act 2010.

This means we need to make service adjustments for anyone with a disability who contacts us in any capacity, to eliminate any barriers to accessing our services.

We will create a record of your adjustment requirements. These will give your name, contact details and type of adjustment required, along with a brief description of why it is required. Relevant staff can access this to make sure they are communicating with you in the required way.

Please contact hsf@westberks.gov.uk should you require service adjustments.

International Transfers

Your personal data will not be processed outside the UK or by an international organisation.

Complaints

If you consider that your personal data has been misused or mishandled, you can complain to the Information Commissioner's Office (the ICO), who is an independent regulator. It's easiest to do this online via the ICO website (<https://ico.org.uk/make-a-complaint/>), but you can also do so in writing to:

The Information Commissioner's Office:
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Or email at casework@ico.org.uk

Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

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