

# Privacy notice for Revenues and Benefits



## Personal data held by Revenues and Benefits

In order to administer the collection of taxes and process benefit claims and payments, it is necessary for us to collect and hold personal information. This information may include:

- Basic personal information such as address, telephone number, email address, national insurance number, date of birth;
- Details about your household composition, income, allowances, savings and investments including those of your partner or any dependents; or non dependants
- Any other information needed to process your claim, such as medical evidence, landlord details, employment details etc

## Who is processing my data?

All personal data held is processed in accordance with data protection law. The Revenues and Benefits Shared Service is provided by Civica, who are processing data on behalf of the Data Controllers, the Local Authorities who have engaged their services; namely; Wychavon District Council, Worcester City Council and Malvern Hills District Council.

## How will we use the information we hold about you?

We will collect information about you (where applicable):

- For the purpose of Council Tax and Business Rates billing and collections
- To administer claims for Housing benefit
- To administer claims under the Council tax Reduction Scheme
- To assist with recovery of unpaid Council tax, Business rates or overpaid Housing Benefits

## What is the legal basis for processing the data is:

It is in the public interest or in the exercise of official authority as provided for by:

- Social Security Contributions and Benefits Act 1992
- Social Security Administration Act 1992
- Social Security Act 1998
- The Housing Benefit Regulations 2006 (as amended)
- Local Government Finance Act 1992
- Local Government Finance Act 2012
- The Council Tax Reduction Schemes (Default Scheme) (England) Regulations 2012
- And any other applicable legislation

## Who we will share your information with

We may share your information with partner organisations, including:

- Registered Social Landlords
- The Department for Work and Pensions
- Health & Social Care Organisations such as Worcestershire Health and Care Trust
- Government Agencies
- External Auditors and regulators
- Enforcement Agents instructed on our behalf

We will use the information you have supplied to process your claim and/or administer housing benefit and to assist with the recovery of unpaid debts due to the Council.

We will check some of the information with other sources to ensure the information you have provided is accurate and share with other service providers to support in the recovery of unpaid debts.

The data will be used to proactively contact customers using text messages, email and telephone in relation to this enforcement activity.

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

Information which has been submitted to us in relation to business rates is published online in the interests of transparency. This could include the name of the business owner in some circumstances. If we have published information in relation to business rates which you wish to be redacted, please contact SAR@wychavon.gov.uk in order to have your request considered.

## How long do we keep your records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept in accordance with our retention schedule. All information will be held securely and destroyed under confidential conditions.

## Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to The Data Protection Officer, Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT or via email, SAR@wychavon.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

## Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

## Further information

If you have any questions or concerns about how your information is used, please contact the Data Protection Officer at Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT, or by emailing SAR@wychavon.gov.uk

**More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>**