

Privacy Notice for Discounted water bills care leavers



Nottingham City Council Information Compliance

Service Area: Children in Care
Directorate: Peoples
PN-0369

07/2024

Nottingham City Council is working with Severn Trent Water to reduce care leavers water bills.

To do this, Nottingham City Council will share personal information about care leavers living independently with Severn Trent Water to enable the water company to apply a discount directly to water bills. The Council will only provide information to Severn Trent where the company is responsible for providing the water supply to the relevant address.

Nottingham City Council will not share the personal information of any care leavers who do not wish their details passed on to Severn Trent Water.

What personal information will the council process?

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

The information that the council collects about this initiative is the minimal amount needed to provide this service and consists of:

- Name
- Address
- Date Of Birth
- Contact information (phone/email) and
- Date moved into property (so Severn Trent Water can know when to make the tenant responsible for the water bill).

Lawful basis for processing

We collect your personal information under the following data protection laws:

- The UK General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- Human Rights Act 1998

The basis under which the Council will use your personal information for the purposes outlined above is performance of a task in the public interest under 6(1)(e) UK GDPR and Data Protection Act 2018.

What purpose will my personal information be for?

To support Severn Trent Water delivering a discount on care leavers' water bills, NCC will share limited data about care leavers with them.

Will my personal information be shared with other organisations?

For this initiative Nottingham City Council will only share information with Severn Trent Water so that they can deliver a discount to water bills.

Do I have to provide the information?

You are not obliged by statute or contract to provide the information that is specified within this notice. However, if the Council did not share information with Severn Trent Water then the company would not be able to arrange a discount on your water account with them.

How long will the council retain the data for?

NCC will retain the information about care leavers data for 100 years in line with its corporate retention schedule as contained in its Information Asset Register (IAR).

The Council publish an IAR which outlines the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>.

Severn Trent Water will retain care leaver information for 6 years from the closure of the individual's water account in line with an Information Sharing Agreement to be developed and signed by the two organisations.

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data known as ‘the right to be forgotten’
- A right to in certain circumstances to request restriction of processing
- A right in certain circumstances to request portability of your data to another provider
- A right to object to processing of data in certain circumstances
- A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

You can contact the data protection officer at:

Loxley House,
Station Street,
Nottingham,
NG2 3NG

or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner’s Office

The Information Commissioner’s Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,
Water Lane
Wilmslow,
Cheshire
SK95AF

www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .