

Privacy Notice for Housing Benefits Team



Nottingham City Council Information Compliance

Service Area: Customer Services
Directorate: Finance and Resources
PN- 380

06/2024

The **Housing Benefit Team** are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Processing your data for the assessment and administration of Housing Benefit and Council tax support

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

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- **Name**

- **Address**
- **Date of birth**
- **National Insurance number**
- **Income details**
- **Marital status**
- **Family members income details**

The information we process about you may include the following 'special categories of personal data':

- Physical or mental health

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is will be necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council.

This is a result of the powers or duties contained in:

- **Housing Benefit Regulations 2006, Statute 2006 No.213**
- **Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006, Statute 2006 No.214**

The condition under which we process 'special categories of personal data' is that such use is necessary for reasons of substantial public interest for Statutory and Government purposes which is a schedule 1 condition. and in accordance with the provisions of the UK General Data Protection Regulation and the Data Protection Act 2018.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- **The Department of Work and Pensions**

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You are obliged by statute or regulations to provide the information that is specified here if you wish to claim Housing Benefit or Council tax support. If we were not able to process your personal data we would not be able to determine any entitlement for Housing Benefit and/or Council Tax Support.

How long will the Council retain the data for?

The information that you have provided will be kept **for 10 years after the claim has ended.**

The Council publish an Information Asset Register (IAR), this will outline 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/>

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

The Data Protection Officer is Naomi Matthews. 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> .