

# Privacy Notice for Revenues and Benefits

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**Data Controller:** Erewash Borough Council, Town Hall, Wharncliffe Road, Ilkeston, Derbyshire, DE7 5RP

**Data Protection Officer:** Rachel Fernandez, Performance and Community Manager, Erewash Borough Council, Town Hall, Wharncliffe Road Ilkeston, Derbyshire, DE7 5RP, email [rachel.fernandez@erewash.gov.uk](mailto:rachel.fernandez@erewash.gov.uk), tele: 0115 9072244

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## Introduction

The Council is committed to being transparent about how it collects and uses the data it collects and to meeting its data protection obligations.

The Revenues and Benefit Service collects data is for the administration of Housing Benefit and Council Tax Support, Discretionary Housing Payments and recovery of overpaid Housing Benefit and for the collection, administration and enforcement of Council Tax and Business Rates. This includes investigating fraud and error.

## What information does the council collect?

The council collects a range of information about you. This includes;

Your name, address and contact details, including email address and telephone number

Date of Birth for yourself, partner, dependants and other residents in your property (where applicable)

National Insurance Number for yourself and partner (where applicable)

Proof of identity for yourself and partner (where applicable) i.e. Birth Certificate, Passport etc.

Nationality, main language

Details of income and/or Benefits for, partner and other residents in your property (where applicable)

Nationality

Details of savings, capital and/or investments

Tenancy information

Credit References

Details of income and expenditure in respect of Discretionary Housing Payments and recovery of overpaid Housing Benefit

Details concerning health and disabilities if provided by yourself in support of your claim

Bank account details

The council may collect this information in a variety of ways, for example;

Online forms

Paper forms

Email

Electronic Transfer of Data from Department of Works and Pensions

Telephone Call

In person visits

The council may also collect personal data about you from third parties, including;

Landlords/agents with regards to your tenancy

Valuation Office Agency

Department for Works and Pensions

Inland Revenue and Customs

Other Government Agencies

Employers

Banks and Building Societies

Enforcement/legal agents

Third sector organisations

This may include requesting information from Credit Reference Agencies (CRA). The CRA that Erewash Borough Council utilise have their own Privacy Notice, available to view [here](#).

Data will be stored in a range of different places, including;

Electronically using several systems and databases

Paper files (investigations)

### **Why does the council process personal data?**

The Council will collect, process and store the personal information you provide to us in order to process your application for Housing Benefit, Council Tax Support, Discretionary Housing Payments, recovery of overpaid Housing Benefit and for the collection, administration and enforcement of Council Tax and Business Rates. This includes investigating fraud and error. Processing of your personal information in this way is necessary for the performance of a task carried out in the exercise of official authority vested in the Council.

## Who has access to data?

Internally;  
Benefits and Revenues Sections

Externally;

Department for Work and Pensions  
Inland Revenue and Customs  
Valuation Office Agency  
Enforcement Agents

The council is required by law to share a monthly supply of property level Council Tax data with the Office for National Statistics, for the purposes of any one of more of its functions under the Statistics and Registration Service Act 2007; the data will also be used in accordance with ONS' functions laid out in the Census Act 1920.

ONS publish an Administrative Sources Catalogue on their website which provides members of the public with information held by ONS, its use and how it is shared.

The council will not transfer your data outside the European Economic Area.

## Fair Processing Notice

The council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.

As a result of this obligation, the council is required to participate in the [National Fraud Initiative](#) and does transfer some information to the [Cabinet Office](#) for those purposes. For further information on the Cabinet Office's legal powers and the reasons why it matches particular information, please refer to its [privacy notice](#)

## How does the council protect data?

The council takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

## For how long does the council keep data?

Data will be retained in accordance with our Retention Schedules and disposed of securely once the appropriate time has elapsed.

## **Your rights**

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request
- Require the council to change incorrect or incomplete data
- Require the council to delete or stop processing your data, for example where the data is no longer necessary for the purpose of processing; and
- Object to the processing of your data where the council is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Council's nominated Data Protection Officer, Rachel Fernandez, performance and community Manager. Erewash Borough Council, Town Hall, Wharnccliffe Road Ilkeston, Derbyshire, DE7 5RP, email [rachel.fernandez@erewash.gov.uk](mailto:rachel.fernandez@erewash.gov.uk), tele: 0115 9072244

If you believe that the council has not complied with your data protection rights, you can complain to the information Commissioner.

## **What if you do not provide personal data?**

The Council has a statutory obligation to process your data in accordance with HB Regulation 2006, the Local Government Finance Act 1988 and 1992.

## **Automated decision-making**

The Benefit Service is not based on automated decision-making.