

# **Revenues and benefits Privacy Notice**

## **Lawful basis for processing your data**

Processing your data is necessary in the exercise of official authority vested in the council in accordance with Article 6 (1) (c) (e) of the General Data Protection Regulations (GDPR).

The Council uses your personal information in order to:

- administer and enforce Council Tax under the Local Government Finance Act 1992
- administer and enforce National Non Domestic Rates under the Local Government Finance Act 1988
- administer Housing Benefit and Council Tax Support under the Housing Benefit Regulations 2006, the Social Security Administration Act 1992, the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012 and Council Tax Reduction Scheme (Wyre Council) Policy Section 13A and schedule 1a of the local government finance act 1992.

We are also required by law to protect the public funds we administer, and may use your information for the prevention and detection of crime (including fraud and money laundering).

We are committed to protecting your privacy, and this notice is made in light of the requirements of the Data Protection Act 1998 in order to advise you how we use your personal information.

## **When do we collect personal information?**

We collect information from you when you fill in one of our forms, or contact us about your property, either in writing (this includes electronically, via email or document uploads), over the phone or face-to-face in one of our customer contact centres.

We may sometimes obtain information about you from third parties (including landlords, Letting Agencies, other councils, the valuation office, registrar of deaths, DWP and HMRC) where this is necessary in order to administer our services.

## **What personal information do we collect?**

We collect personal, financial and sensitive data about you, including your name, address, nationality, NINO, date of birth, bank details, financial information, income, rent costs, information about any disabilities and details about your household makeup and circumstances including your dependent children and anyone else who lives with you.

## **How do we protect your personal information?**

Your personal data will be treated with the strictest confidence, and only accessible to those who need to access it for the above purposes. We have a number of robust data protection regimes in place to oversee the effective and secure processing of your personal information, and also utilise appropriate technical safeguards to keep your information secure.

## **How we may contact you**

We will use the personal data we hold for you to contact you if required. This could be by telephone, email, SMS message or by letter.

## **Do we share your information with anyone else?**

The council may share your data with third-parties to ensure we can deliver our services and carry out statutory functions on our behalf. We will not share your information without consent with any other organisations unless we have a legal obligations to do so by law or other statutory responsibilities.

If you owe us money, we will always try to contact you first to make an informal arrangement to pay off any debt. However, where this is unsuccessful, or if you have a history of late payments, we may pass your information onto debt collection agencies to recover any money owed. Where this is the case, we may share your personal information with these third-parties. We will always ensure that your information is kept secure, only used for these purposes and not disclosed further unless required by law. The council currently uses three debt recovery companies;

[Marston Holdings](#)

[Bristow and Sutor](#)

[Jacobs](#)

We participate in the Cabinet Office's National Fraud Initiative, a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise. This data may then be passed on to other public bodies to investigate any matches. For further information about this data matching exercise please see the [NFI's privacy notice](#).

We may share your information with other council services in order to ensure our records are accurate and up-to-date, to improve the standard of the services we deliver, and to perform any of our statutory duties.

We may also share your data with the Office for National Statistics (ONS) to help with the production of statistics related to the economy, population and society and to help with the Census.

We use the Gov.uk Notify SMS messaging service to contact customers who have opted in to receive these messages. Gov.uk advises that telephone numbers and text message contents could be accessed by the Notify Team, sub-processors or law enforcement agencies (where legally required).

### **How long will we keep your personal data?**

We will only keep your information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. In most cases this will be a minimum of six years, however in some instances the council is required to keep some data indefinitely.

### **Your rights**

You have the right to ask for a copy of the information we hold about you, and to have any inaccuracies in your information corrected. For information about how to exercise these rights, please see the [council's website](#).

We reserve the right to amend this privacy notice at any time. However, we take your privacy very seriously and will never change our policies or practices to make them less protective of your personal information. If we do make any changes to this policy, we will post the current version to our website at this address.

### **Contact us**

If you have any questions about how we handle your personal data, please contact the council's Data Protection Officer Joanne Billington on 01253 887372 or visit [wyre.gov.uk](http://wyre.gov.uk) for further information.

We aim to resolve any enquiries or concerns about the processing of your personal data to your satisfaction, however if you are not happy with the way we have handled your personal data, you have a right to complain to the [Information Commissioner's Office \(ICO\)](#).