

PN005 – SHARED REVENUES AND BENEFITS SERVICE PRIVACY NOTICE

Torfaen County Borough Council is committed to protecting your privacy when you use our services. This Privacy Notice is designed to give you information about the data we hold about you, how we use it, your rights in relation to it and the safeguards in place to protect it.

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| TCBC Service Area: | Resources |
| Work area: | Shared Revenues and Benefits Service |
| Contact Details: | Deb Smith 01495 742359 |
| Privacy Notice Name: | Shared Revenues and Benefits Service |

Data Controller:

Torfaen County Borough Council
C/o Civic Centre
Pontypool
NP4 6YB

If you wish to raise a concern about the handling of your personal data, please contact the **Data Protection Officer** using the details below:

Tel: 01495 762200

Email: dpa@torfaen.gov.uk

Monmouthshire County Council's Revenues and Benefits service is delivered by the Shared Revenues and Benefits Service, hosted by Torfaen County Borough Council. For these purposes Torfaen County Borough Council is a data controller for the purposes of the Data Protection Act 2018 and the General Data Protection Regulations

1) Who provides your data to the Council?

Personal information originates mainly direct from the customer but can be provided indirectly from other sources on an individual basis e.g. Letting Agents, Solicitors, Landlords, internal departments within the Council, or other third parties particularly when a property is occupied or vacated.

Information is also provided by other bodies to assist with the processing of applications for Housing Benefit/Council Tax reduction or administration of a Council Tax/Non Domestic Rate charge as well as the prevention of fraud, as below:

- Department for Work and Pensions
- Valuation Office Agency

- HM Revenue and Customs
- Jobcentre Plus
- Pension Service
- Credit Reference Agencies
- Tracing Agencies
- Other local authorities
- Enforcement agents for the purposes of debt recovery
- Test, Trace and Protect

2) How does the Council collect this information:

Online and paper application forms and notifications and other correspondence relating to your account or claim. Personal information originates mainly from you but can be provided by other sources on an individual basis as stated in section 1.

3) What information does the Council collect about you?

In order to enable the Council to carry out its duties and obligations it is necessary for us to collect personal information from you to include;

- Name
- Address
- Contact details
- Other personal / financial information to support any application for a reduction in Council Tax/Non Domestic Rates or assessment of Housing Benefit/Council Tax Reduction or other financial assessment
- Limited medical information for reliefs and vulnerability assessment

4) Why does the Council process your personal data?

Under Article 6 of the UK General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information is:

(e) We need it to perform a public task

- To ensure statutory/contractual obligations are complied with

The billing, collection and enforcement of local taxation and other miscellaneous or sundry debts as well as the assessment and payment of Housing Benefit, Council Tax Reduction and other financial assessments (including guardianship and adoption orders) are statutory responsibilities of the Council.

In addition, as part of the response to the COVID-19 pandemic, and the impact of the rise in cost of living, the Council administers self-isolation payments, Free School Meal payments, cost of living support scheme, energy bills support scheme (alternative scheme), Alternative Fuel Payment Scheme (alternative fund) and Unpaid Carer Grant on behalf of Welsh Government/UK Government.

It is important that we hold accurate and up to date information about you in order to deliver appropriate services. If any of your details change please tell us as soon as possible so that we can update your records

5) Special categories of personal data:

We collect the following special category data

- data concerning health/vulnerability

We collect this under Article 9 of the UK GDPR.

We do not collect any criminal data.

6) Who has access to your data?

Your data is shared internally only with the appropriate staff where it is necessary for the performance of their roles.

Your data may also be shared externally with organisations to either store personal information or help us deliver our services to you. These may include, but not be limited to;

- Other Council services and departments;
- Bodies investigating or processing claims;
- Public sector agencies e.g. Department for Work and Pensions, HMRC, other local authorities, Valuation Office Agency, Welsh Government, UK Government
- Private sector companies engaged by the authority such as credit reference agencies; enforcement agents
- Bodies working to prevent fraud and supporting national fraud initiatives.

Whilst managing the Covid-19 pandemic and the impact of the rise in cost of living, Welsh Government have issued a number of grants/schemes to assist business and residents during this difficult time. The information collected as part of the grant/schemes may be shared with Welsh Government, UK Government, Welsh Local Government Association and National Fraud Office.

Apart from where previously stated, we do not pass your details to third parties unless we are lawfully required do so.

We may share your information for the prevention and detection of fraud.

Is the Data transferred out of the UK?

No

7) How does the Council keep your data secure?

The Council has internal policies in place to ensure the data it processes is not lost, accidentally destroyed, misused or disclosed. Access to this data is restricted in accordance with the Council's internal policies and in compliance with the UK GDPR.

Data will be stored securely in;

- Revenues and Benefits secure IT application and document management system
- Secure Offices/Cabinets

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

8) How long does the Council keep your data?

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area. At the end of the retention period the Council will securely destroy or dispose of the data in line with retention schedules.

9) Are we making automated decisions/profiling with your data?

No

Your rights

You have a number of Rights you can exercise:

- Access - to obtain a copy of your data on request

- Rectification – to require the Council to change incorrect or incomplete data
- Object, Restrict or Delete - under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Data portability – to receive and/or transmit data provided to the Council to other organisations (this applies in limited circumstances)
- Withdraw your consent at any time (where consent has been given)
- To know the consequences of failing to provide data to the Council
- To know the existence of any Automated Decision-making, including profiling, and the consequences of this for you.
- To lodge a complaint with a supervisory authority (Information Commissioners Office)

If you would like to exercise any of these rights, please contact Deb Smith, Revenues and Benefits, 01495 742359, deb.smith@Torfaen.gov.uk

The Information Commissioner can be contacted at: The Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone 0330 414 6421 or e-mail Wales@ico.org.uk