

Privacy Notice – Benefits

This notice sets out how Winchester City Council uses and protects any personal information that you give for the purpose of processing your application for Housing Benefit, Council Tax Reduction, an Exceptional Hardship Payment and a Discretionary Housing Payment.

Winchester City Council is committed to protecting and respecting the privacy of your personal data. We are registered with the Information Commissioner’s Office as a Data Controller (Reg. no.Z5730734) and we comply with the UK General Data Protection Regulation and the Data Protection Act 2018.

For more information about how we handle and use your personal data see our Data Protection and privacy pages:

<https://www.winchester.gov.uk/about/data-protection-privacy>

What personal information do we collect and what do we use it for?

Category of personal data we may request includes:	Purpose for requesting information:
<ul style="list-style-type: none"> • Name, signature, address, contact details • Date of Birth • National Insurance Number • Household details • Financial information • Bank account details • Medical information • Nationality • Marital status • Health and Disability information • Personal circumstances 	<ul style="list-style-type: none"> • To correctly assess your entitlement to benefit/support • To pay benefits and recover outstanding debts • To collect statistical information <p>Includes: Claims- new, current and backdated Overpayment Appeals</p>
<p>Who we may share your data with includes but is not limited to:</p>	<ul style="list-style-type: none"> • HMRC • DWP • Relevant departments in WCC (Council Tax, Housing, Finance and Legal) • Valuation Office and other Government agencies

	<ul style="list-style-type: none"> • Landlords • Audit • Other local authorities • Data Processors carrying out work on our behalf including: (i) Northgate software is used to administer Benefits
Lawful basis for using your personal data:	<ul style="list-style-type: none"> • Article 6 (1) (c) – Legal obligation • Article 6 (1) (e) – Public Task • Welfare Reform Act 2012 • Social Security (Information Sharing in relation to Welfare Services etc.) 2012 • Section 7B of the Social Security Administration Act 1992 • Social Security (Claims and Information) Regulations 2007
Lawful basis for using your special personal data	<ul style="list-style-type: none"> • Article 9 (2) – Substantial public interest

We sometimes need information about people other than the person who has applied for a benefit or service to work out what that person is entitled to. For example, where a person makes a claim for Housing Benefit, we need information about other people who live in the same household to work out how much the person will be paid.

Who we might share your information with?

Your personal information will be treated as confidential, but it may be shared with other council departments in order to provide services, meet our legal obligations, ensure our records are accurate and up to date and improve the standard of the services we deliver. It may also be shared with external organisations involved in delivering services on our behalf where the Council has a lawful basis to do so. We will only use your information in ways which are permitted by the UK General Data Protection Regulation and the Data Protection Act 2018.

- DWP and local authorities often work together and share information to provide services. DWP and Winchester City Council local authorities are joint data controllers for Housing Benefit and for Discretionary Housing Payments. You can read DWP's Personal information Charter here:
<https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter>
- Winchester City Council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the purpose of preventing and detecting fraud. This includes participation in the Cabinet Office National Fraud Initiative.
- We will NOT use your personal data for marketing products or services.

How long do we keep your data for?

We keep your personal information for as long as we need to for the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements or to fulfil statutory obligations. For Benefits purposes, this is usually 7 years. Full information regarding retention periods for the different types of data we hold can be found on our web-site.

Data Protection Officer

If you wish to ask us anything about data protection, ask for a copy of your data or you have a complaint about how we have used or looked after your data, you can contact our Data Protection Officer at:

Data Protection Officer
Winchester City Council
City Offices
Colebrook Street
Winchester SO23 9LJ

Email: legal@winchester.gov.uk