

Revenue Services - Fair Processing Notice

From May 2018 new legislation requires the Council to provide a notice to all our customers on why and how we will use and store your personal information.

This notice is to comply with this legal requirement and is for information only.

1. Why do we collect and keep personal information?

We collect and use your personal information so that we can assess your entitlement to housing benefit and/or council tax reduction.

The Processing of your data is necessary for the performance of a public task in line with the following legislation (as amended) Social Security Contributions and Benefits Act 1992, the Housing Benefit Regulations 2006, Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006 and the Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013.

Some types of personal data are more sensitive than others, and need more protection. This is classed as 'special category data' and could include information about your racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership and the processing of genetic or biometric data, health and sex life and sexual orientation.

In your case, we may collect special category data in relation to your health for the processing of your benefit claim. We process this type of special category data as it is necessary for reasons of substantial public interest to do so. We only collect your health data to ensure we comply with our obligations in relation to the legislation stated above.

2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulation 2016 and Data Protection Act 2018. We have a duty to protect the public funds we administer and may use the information provided by you, as well as data matching techniques to detect and prevent fraud and for any tenancy related matters. We will cross check the information with the Department for Work and Pensions, Rent Officer, other sections of the Council, other Councils and benefit sections.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds and ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information may be shared with the Office for National Statistics, Auditor General Wales and other internal departments such as our housing and legal.

We will not make any disclosures to third parties for marketing purposes.

Your data will be secure and confidential at all times and we will collect the personal information that is required to assess your entitlement to housing benefit and/or council tax reduction.

3. How long do we keep hold of your information?

We will retain the information provided to us for 6 years and your information will be securely disposed of once it is no longer required.



4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulation 2016 and the Data Protection Act 2018. To make a request for any personal information we may hold, please contact:-

Access to Records Team, Pembrokeshire County Council, County Hall, Haverfordwest, SA61 1TP

Email: accesstorecords@pembrokeshire.gov.uk

Telephone: 01437 775798

5. Your Rights.

Under the General Data Protection Regulation 2016 and Data Protection Act 2018 you have rights as an individual which you can exercise in relation to the information we hold about you.

- The right of **access** – you are entitled to request access to and a copy of, any information we hold about you
- The right to **rectification** – you have the right to ask to have your information corrected.
- The right to **restrict** processing may apply – you may request that we stop processing your personal data in relation to any council service. This may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **object** – this is not an absolute right and will depend on the legal basis for processing your personal data.

6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention, if they believe that our collection or use of information is unfair, misleading or inappropriate. We also welcome any suggestions for improving our procedures.

This notice does not provide exhaustive detail of all aspects of our collections and use of personal information. However we will provide any additional information or explanation needed. Any requests for this should be sent to the address below:-

Data Protection Officer, Joanne Hendy

Pembrokeshire County Council, County Hall, Haverfordwest, SA61 1TP

Email: dataprotection@pembrokeshire.gov.uk Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law.

Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF. Email: casework@ico.org.uk Telephone No: 0303 123 1113

7. Changes to this Fair Processing notice.

We keep our notices under regular review.