

PN004 PRIVACY NOTICE – REVENUES AND BENEFITS

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR) effective from the 25th May 2018.

TCBC Service Area:	Resources
Work area:	Revenues and Benefits
Contact Details:	Richard Davies 01495 742358
Privacy Notice Name:	Revenues and Benefits

Data controller:

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

Data Protection & Information Governance Officer:

Susan Bullock
01633 647467
Email: dpa@torfaen.gov.uk

1) Have we sourced your personal data, directly from you?

Personal information originates mainly from the customer but can be provided by 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 of Work and Pensions
- Valuation Office Agency
- HM Revenue and Customs
- Jobcentre Plus
- Pension Service
- Credit Reference Agencies
- Other local authorities
- Enforcement agents for the purposes of debt recovery

2) What information does the Council collect about you?

In order to enable TCBC to carry out its duties and obligations it is necessary for us to collect personal information from you to include your name, address, contact details and 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.

3) The Council may collect this information in a variety of ways:

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.

We will store your data in our Revenues and Benefits IT application and our document management system.

4) Why does the Council process your personal data?

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, Free School Meals and other financial assessments (including Social Care financial assessments, disabled facilities grants and guardianship and adoption orders) are statutory responsibilities of the Council.

We have a statutory duty to provide these services to you therefore we use and disclose your personal information in the manner described in this privacy notice and in line with data protection legislation.

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

Special categories of personal data:

No

5) Who has access to your data?

We work with a range of other organisations to either store personal information or help us deliver our services to you. We may also share your personal information when we feel there is a good reason that's more important than protecting your privacy; For example, we may share your information for the prevention and detection of fraud.

Those that we share your information with include: .

Other Council services and departments;

- Bodies investigating or processing claims;

- Public sector agencies e.g. Department for Work and Pensions, HMRC, other local authorities and private sector companies such as credit reference agencies;
- Bodies working to prevent fraud and supporting national fraud initiatives.

Whilst managing the covid 19 pandemic Welsh Government have issued a number of grants to assist business during this difficult time. The information collected as part of the grant process may be shared with Welsh Government, Welsh Local Government Association and National Fraud Office.

6) How does the Council protect data?

The Council has internal policies in place to ensure the security of the data it processes is not lost, accidentally destroyed, misused or disclosed.

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.

We will not disclose your personal information to third parties for marketing purposes

7) 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.

We will keep your information in line with our Local Authority retention schedules.

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

Where this occurs we ensure through monitoring against TCBC's policies and procedures that the correct decision and outcome is verified.

Your rights

You have a number of rights you can exercise:

- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- 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
- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time

- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of failing to provide data to the Council
- the existence of any automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact Richard Davies, Head of Revenues and Benefits, 01495 742358