



Housing Benefit and Council Tax Support Transparency Notice

We take your privacy seriously and will only use your personal information for the purpose(s) listed in section 2 below. This notice provides details of how the Council collects and uses information (data) about you.

We will keep your information (data) secure at all times.

1. Who we are.

a) The Controller for the information we hold is Wakefield Council. Contact details:

Telephone: 01924 306112

Email: dataprotection@wakefield.gov.uk

b) If you have any queries regarding your information that we are using for the purpose outlined in section 2, please contact the Controller's representative. Contact details:

Revenues and Benefits Service Manager

Telephone : 0345 8 504 504

c) The Council's Data Protection Officer is the City Solicitor: Contact details:

Telephone: 01924 305211

Email: dpo@wakefield.gov.uk

2. How we use your data:

Wakefield Council collects, processes and stores personal information about you in order to assess your claim for Housing Benefit or Council Tax Support (HB/CTS), or both. We also use the data in our databases for other purposes, including the recovery of overpayments and the prevention and detection of fraud.

We collect information from you when you fill in one of our forms, or contact us about your circumstances, either in writing, over the phone or face-to-face in our customer contact centre.

We may sometimes obtain information about you from third parties (including landlords, DWP and HMRC) where this is necessary in order to administer HB and CTS.

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.

The Council sometimes works with third-parties to deliver certain services or carry out statutory functions on our behalf. 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.

We may also 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 are 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) and the matching of HB and CTS data with Electoral Registration records, DWP and HMRC.

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 more information see [National Fraud Initiative](#).

We may also disclose information to a Specified Anti-Fraud Organisation for the purpose of preventing fraud under Section 68 of the Serious Crime Act 2007. For further information visit www.wakefield.gov.uk/fightingfraud

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.

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 data protection regime in place to oversee the effective and secure processing of your personal information, and also utilise appropriate technical safeguards to keep your information secure.

We will not share your information with any other organisations unless required to do so by law.

If you decide not to provide all of the information we request from you, we will make a decision that your claim is not fully completed and is defective. In such cases we will be unable to award Housing Benefit and/or Council Tax Support.

3. What authority does the Council have to collect and use this information?

We collect and use your personal information in order to comply with a legal obligation (GDPR Article 6).

We use your personal information in order to administer HB and CTS. The processing of your information is necessary under the Housing Benefit Regulations 2006, Social Security Administration Act 1992, Council Tax Support Scheme (prescribed requirements)

(England) 2012 regulations, and Council Tax Support Scheme (Wakefield) 2018 regulations.

4. How long will we keep your 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, and we are required to keep some data indefinitely.

5. Your rights and your personal data

Under the GDPR you have the following rights:

Right of Access

You have a right of access to the personal information that the Council holds about you, and/or the right to be given a copy of the data undergoing processing.

Right to Rectification

You have the right to request that the Council corrects any personal data if it is found to be inaccurate, incomplete or out of date.

Right to Erasure

In certain circumstances, you may have the right to request your personal data is erased.

Right to Restriction of Processing

You have the right, where there is a dispute in relation to accuracy or lawfulness of processing of your personal data, to request that a restriction is placed on further processing.

Right to Object to Processing

In certain circumstances, you may have a right to object to the processing of your personal data.

Right of Complaint

You have a right to lodge a complaint with the Information Commissioner, please find contact details below.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

To exercise any of your rights, you should contact the Data Controller's representative as shown in section 1b.

6. Further processing

If we wish to use your personal data for a new purpose, not covered by this Transparency Notice, then we will provide you with a new Transparency Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.