Privacy Notice – Benefits

This notice sets out how Eastleigh Borough Council (EBC) uses and protects any information that you give for the purpose of processing your application for Housing Benefit, Council Tax Support and discretionary Housing payment.

Eastleigh Borough Council (EBC) is committed to protecting and respecting the privacy of your personal data. As a registered Data Controller (Reg. no. Z7118863), we comply with the General Data Protection Regulations 2018 (GDPR). Our full privacy notice can be found at www.eastleigh.gov.uk/privacy.

Why do we need your personal information?

Category of personal data we may request includes:	**Purpose of requesting information**
• Name, address, contact details proof of income/capital/rent • signature • DOB • NI number • details of other benefits • nationality • birth certificate • Documents as evidence (e.g. passport, marriage certificate, death certificate) • landlord/managing agent's name and address • name and DOB of other household members • health and disability information (where applicable) • details of offences (only for fraud cases)	• Assess your new and ongoing entitlement to housing benefit and/or council tax support. • Ensure we award the correct rate of benefit or support. • Build statistical information to inform DWP. • Pay Housing benefit and recover outstanding debts in respect of overpayments Includes: New claims Current claims Backdated claims Renewal Overpayment Appeals
Who we may share your data with includes but is not limited to:	• Customer Services • Case Managers • Legal • DWP • HMRC • other relevant departments (council tax and housing) and government agencies (HM courts and tribunal service) • Capita • Team Netsol (BECS) • Internal and External auditors • Landlords • police

Lawful basis for using your personal data:	• Article 6 (1) (c) - Legal obligation
Lawful basis for using your special personal data	• Article 9 (2) (g) – Substantial Public Interest

Who we might share your information with

Your personal information will be treated as confidential, but it may be shared with other Council services in order to ensure our records are accurate and up-to-date and to improve the standard of the services we deliver. We will only use your information in ways which are permitted by the General Data Protection Regulation and the UK Data Protection law.

If we need to talk to other people and organisations regarding your information in the course of conducting our enquiries and assessing your entitlements, we will obtain your consent. Consent is given as part of the declaration that is signed when you complete an application form to make a claim. We would not be able to assess your circumstances and offer the correct advice if this is withheld.

- The 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 we keep your data

We retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements, or to fulfil statutory obligations. Full information regarding retention periods for the different types of data can be found on our website in our retention and disposal schedule.

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
Eastleigh Borough Council
Eastleigh House
Upper Market Street
Eastleigh SO50 9YN
Email: DP@eastleigh.gov.uk

For more information on Data Protection in general, or if you wish to make a complaint relating to how your personal data has been used, please contact:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AX

Website: www.ico.org.uk

Email: casework@ico.org.uk