

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

We collect personal data to help us to administer the Household Support Grant Scheme introduced by the government to assist households in need over the winter period.

This notice applies to potential, current and former customers of the service and those we have contacted but have opted not to partake in the service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue: 20 October 2021

Update History:

Version 1	First issue of a new Privacy Notice
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Directorate: Place
Service: Housing
Team: Housing Operations

About the Organisation

The Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
<http://info.westberks.gov.uk/dpofficer>

THE PERSONAL DATA WE HOLD ABOUT YOU

We will only collect data relevant to your Household Support Fund application.

This will include your:

- Name
- E-mail address
- Postal address
- Telephone number
- Details of any existing qualifying benefits
- National Insurance Number
- Date of birth
- Proof of employment (if you are self-employed this will include self-assessment returns, trading income)
- Bank or Building Society details
- Number of people in your household
- Name of people in your household
- Date of birth for people in your household

Your data will be held on the Council's digital platform and will be protected using up-to-date technical and organisational security measures.

SOURCE OF YOUR PERSONAL DATA

If you have made a Household Support Fund application we will use your data to

- Determine your eligibility for the Household Support Fund
- Contact you with the decisions or updates related to your application
- Issue the Household Support Fund payment to your nominated Bank or Building Society account

SHARING YOUR PERSONAL DATA

If you have made a Household Support Fund application, your data may be seen by members of staff from of the Housing Operations Team, Digital Services, Finance and Property, Public Health and Customer Services Teams of the Council.

Your relevant data may be entered into Department of Work and Pensions (DWP) part of the process for assessing your eligibility.

In cases of suspected fraud your information may be passed to the police to conduct an investigation. We may also share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

When you provide the data detailed above to the council with a view to applying for the Household Support Fund Scheme, the processing of your data then proceeds in order to test your eligibility and subsequently provide you with the funds you are eligible for.

As such, under the GDPR, the council is required to identify a legal basis for processing. In this case, your data is processed according to Article 6 (e) and Article 6 (f):

Article 6 e – “processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;”

Article 6 f – “processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.”

However, no individual is obliged to make an application for the Household Support Fund. Should you decide you don't want to provide your data, this will naturally affect our ability to provide you with the payment as the council will be unable to verify that you are eligible to receive it, or arrange for electronic transfer of the funds.

RETAINING YOUR PERSONAL DATA

Your personal data will not be kept longer than necessary.

You can check how long the Council will keep each type of data against our retention schedule (www.westberks.gov.uk/retention).

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
 - **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
 - **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
 - **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
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You also have the right to object where we are processing your personal information for direct marketing purposes.

- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.