**Housing Benefit & Council Tax Reduction – Privacy Notice**

**The reasons why we process your data:**

* Assessments for housing benefit and council tax reduction
* Payment enquiries
* Overpayment recovery
* Updating and amending details including changes to household composition, financial circumstances and address.
* Prevent and detect fraud
* Derive statistics which inform both local and central Government on council tax
* Comply with legislation

**How we collect your data:**

* Emails
* In person
* Letters
* Telephone Calls
* Online
* Via the national ‘Tell Us Once’ scheme.

We may also receive data from third parties with respect to administering changes to your claim such as DWP

**The lawful basis for processing your data:**

* Public task

**The type of personal data we process:**

* Name
* Address
* Email Address
* Telephone Number
* Date of birth
* National Insurance number
* Financial information
* Payment information
* Household composition and personal circumstances
* Employment information

**Special (Sensitive) category data:**

* Ethnic origin (including nationality)
* Health (mental and physical)
* Medical information

**Lawful Basis for Processing Special Categories of Personal Data:**

Substantial public interest

**Processing of personal data relating to criminal convictions and offences:**

Criminal offence data will be processed under additional conditions within schedule 1, Part 3 of The Data Protection Act 2018, Paragraph 36 - extension of substantial public interest

Prevention and detection of crime

**Sharing your data:**

* Capita (as Data Processor)
* Other Council Departments
* Other Local Authorities
* Central Government
* HMRC
* Enforcement Agents
* County and Magistrates Courts
* DWP
* The Police
* External auditors
* Local Government Ombudsman
* Insolvency Practitioners
* Legal representatives
* Housing associations and landlords

**Automated decision making :**

Non-Applicable

**How long we keep your data:**

We will retain certain data for as long as is required for the accurate billing, collection and enforcement of Council Tax. In most cases this will exceed 6 years.