

Housing Support Fund scheme - 3 Privacy Notice

South Oxfordshire District Council (SODC) and Vale of the White Horse District Council (VWHDC) are working with local advice agencies to provide direct support to residents.

The councils understand the importance of ensuring that personal data is always treated lawfully and appropriately and that the rights of individuals are upheld. This notice describes how the councils may use your information to assist you.

You can view SODC's privacy policy on the webpage:

<http://www.southoxon.gov.uk/about-us/contact-us/requesting-information/data-protection/privacy-policy>

You can view VWHDC's privacy policy on the webpage:

<http://www.whitehorsedc.gov.uk/about-us/contact-us/requesting-information/data-protection/vale-white-horse-district-council-privacy>

Why we may hold your data

The Household Support Fund scheme is designed to provide support where needed through different types of vouchers or digital solutions dependent upon the needs identified from your contact with the advice centre. We need to record your details in order for the advice centre to assess your needs and to refer requests to the council who can provide you with the appropriate type of help.

The type of information we collect

We will need your name, address, email address, telephone number, confirmation you are aged over 16 and information about your financial circumstances and family composition in order to determine whether you are eligible. The advice centre will also need to view proof of your identity.

How we get the personal information and why we need it

We will be collecting personal information directly from you.

Our Lawful basis for processing your information

The Data Protection Act 2018 and UK GDPR requires us to have a specific basis for processing your personal data. In this case we rely on Article 6(1)(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. Please note that without your personal details we are unable to assess your eligibility and provide support through the scheme.

Who your information may be shared with

For this scheme, the advice centres collect and process your data on behalf of the councils. In order to provide you with some types of support, through certain types of vouchers or other digital solutions, the council needs to share a limited amount of your personal data with third party suppliers. The suppliers we may use are Hugg Limited and Blackhawk Network EMEA Limited and we have arrangements to ensure your data is protected.

No data is held outside of the UK, but encrypted data files are shared between the Councils and Citizens Advice (South and Vale) through a Google server based in

Europe. The data files are encryption password protected and the encryption password is not shared through the same server.

How long we keep your information (retention period)

The Household Support Fund scheme will run until 31 March 2023 or when the funds are spent, whichever is soonest. We may need to retain a copy of your data after this date for legal reasons, including audit purposes, but will no longer be actively processing your data. When we no longer require your personal data, it will be disposed of securely and confidentially.

How we protect your information

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

Your rights

You have rights under the Data Protection Act 2018, and these can be viewed in the council's privacy policy using the website links provided above.

It should be noted that not all rights apply in all cases and that these rights are only applicable if the council has no other legal obligation concerning that data. If you wish to exercise any of these rights, you should contact the council's data protection officer as detailed below.

Our contact details

South Oxfordshire District Council is registered as a data controller with the Information Commissioner's Office (ICO) with Registration number: [Z6629204](#)

Vale of White Horse District Council is registered as a data controller with the Information Commissioner's Office (ICO) with Registration number: [Z6666984](#)

The councils operate as a joint service from 135 Eastern Avenue, Milton Park, Milton, Abingdon. OX14 4SB

We have appointed a Data Protection Officer, Patrick Arran, who can be contacted by email to data.protection@southandvale.gov.uk.

Further information

If you believe we have not handled your personal data as we have described here, please either contact us using the details above and your concerns will be fully investigated. If, after we have investigated your concerns, you are not satisfied with our conclusion, you have the right to refer the matter to the Information Commissioner's Office (ICO). You can reach them through their website <https://ico.org.uk/concerns/> or call them on 0303 123 1113. Their mailing address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF