

Community Hub Privacy Notice

South Oxfordshire District Council (SODC) and Vale of the White Horse District Council (VWHDC) work with local agencies to provide direct support and advice to residents. Support includes access to food, hardship funds and support for those resident in the area under Asylum and Refugee schemes such as Homes for Ukraine. We need to collect data in order to provide a response.

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 councils have set up a helpline, webpage and email address to provide signposting, advice and support in matters relating to the cost-of-living crisis and the conflict in Ukraine. We need to record your details to assess your needs and to refer requests to the council or local agencies who can provide you with the appropriate type of support.

The type of information we collect

The personal data processed will depend on the nature of the transaction, but will include name, address, email address, telephone number confirmation you are over 16 and any details necessary for the award of a grant payment such as size of household.

How we get the personal information and why we need it

We will be collecting personal information directly from you and through partner advice centres who refer you to the hub for a grant award. We may also have access personal information through Homes for Ukraine or our revenues and benefits team?

Our Lawful basis for processing your information

General personal data:

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.

Special category data:

We not request any special category data from you.

Who your information may be shared with (internally and externally)

We may share your information with:

- other public authorities
- partner agencies and organisations providing community support
- other stakeholders as necessary and proportionate to do so

Your personal information may also be shared where there is a statutory obligation to do so - for example, to safeguard someone from harm or for the prevention or detection of crime or fraud.

Your data will not be transferred abroad unless you are specifically informed at the point your data is collected

How long we keep your information (retention period)

The information outlined in this Privacy Notice will be reviewed from time to time, so our information is accurate and kept up to date. We will only keep your information for the minimum period necessary and when we no longer require your personal data, it will be disposed of securely and confidentially. We are required to retain evidence of financial transactions for statutory purposes including audit function for six years.

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 using the links at the top of this document to each council's privacy policy.

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](#)

Our address is Abbey House Abbey Close, Abingdon, OX14 3JE

We have appointed a Data Protection Officer, Adrianna Partridge, 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

Document version control:
V5 created 8 December 2023