



Council Tax Discretionary Hardship Relief Privacy Notice

Why we collect information about you

Council Tax Discretionary Hardship Relief is intended to provide short term help to council tax payers who are suffering extreme financial hardship. We therefore collect your personal data in order to assess your discretionary hardship relief application and determine your eligibility. We will only collect the information necessary for us to complete our assessment and provide this service to you.

What information do we collect about you?

In order to assess your eligibility for Council Tax Discretionary Hardship Relief, we will collect the following information (some of which we may already hold for the purposes of council tax administration):

- Name
- Address
- Contact details
- Information as to why additional help is needed with council tax payments
- Details of any disabilities or health problems within the household
- Details regarding any recent change of circumstances i.e. employment, bereavement etc
- Details of income and expenditure for your household
- Copies of bank statements
- Engagement with any agencies i.e. citizens advice, social services etc

This list is not exhaustive, and we may obtain other information that we require to assess your application correctly.

Our legal basis for processing

Our legal basis for processing this data is Article 6(1)(e) of the GDPR as a task carried out in the public interest under Section 13A of the Local Government Finance Act 1992.

Where the information you provide us with contains special category data, such as health information, our additional legal basis for processing is Article 9(2)(b) of the GDPR, to comply with our legal obligations in connection with employment, social security and social protection law.

Who do we share the information with?

Sometimes we may need to share your information with third parties. We will only do so where we have a valid legal basis to share data and will only share the minimum information for each circumstance.

We may therefore share some of your personal information with one or more of the following:

- Other services within the council e.g., Housing Advice team and Internal Audit
- Central government bodies such as Department of Work and Pensions and HM Revenues & Customs
- Other local authorities if necessary to correctly administer your award and prevent fraud
- Support worker if applicable
- Counter Fraud Unit where fraud is suspected
- Other government agencies e.g., police, if we are required to do so by law

Is any information transferred to or stored on servers based outside the European Union?

We do not transfer any of your personal information outside the European Economic Area.

How long do we keep your information?

Information will be held for 6 years plus the current year.

Who do we collect information from?

We will collect the information directly from yourself. We may verify this against our council tax and housing benefit records to ascertain that accurate information has been provided and to check that you are in receipt of the correct amount of CTR where applicable. We may also obtain information from the councils Housing Services.

What are the consequences if we do not collect the data?

Without your information we are unable to make a correct assessment of your Council Tax Hardship Relief application and therefore are unable to make payment to you.

Are any decisions about you made by automatic means?

No decisions are made by automatic means.

Your rights as a data subject

By law, you have a number of rights as a data subject, and this does not take away or reduce these rights.

These rights are:

- 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.
- 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.

All information is processed in accordance with Tewkesbury Borough Council’s data protection policy.

If you wish to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the council’s Data Protection Officer in writing at dpo@tewkesbury.gov.uk, or via post to:

Tewkesbury Borough Council
Public Services Centre
Gloucester Road
Tewkesbury
GL20 5TT

If you are unhappy or wish to complain about how your personal data is used, you should contact Tewkesbury Borough Council’s Data Protection Officer in the first instance via email at dpo@tewkesbury.gov.uk.

If you are still not satisfied, you can complain to the Information Commissioners Office. Their website address is www.ico.org.uk and their postal address is:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF
Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.