



Household Support Fund Privacy Notice

Why we collect information about you

The Household Support Fund aims to provide support to vulnerable households in most need of support. It helps towards food, energy and water bills and can also be used to support with other essential costs and where alternative sources of assistance may be unavailable. The council therefore collects and processes your personal information in order to assess your eligibility for a voucher under this scheme and to process your registration for a voucher.

What information do we collect about you?

When you register for a voucher, we will collect the following personal information:

- Full name
- Address
- Contact details (telephone/ email address)

Who do we share the information with?

We will share your information with Gloucestershire County Council, who are the data controllers, for the purpose of administering your voucher. Your information will also be shared with a third party voucher provider for the purpose of providing you with the voucher.

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 (EEA).

How long do we keep your information?

Tewkesbury Borough Council will keep your information for 24 months after the scheme end date. At which point it will be securely destroyed. Details of how long Gloucestershire County Council will retain the data can be found in their privacy notice.

Who do we collect information from?

We will use existing data held by the council and data provided by Gloucestershire County Council to identify scheme eligibility.

Data collected as part of your online application is collected directly from yourself.

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

Without collecting this data your application for a voucher will not be able to be processed.

Are any decisions about you made by automatic means?

No.

Legal basis for processing

Our legal basis for processing this data is GDPR Article 6 (e) - public task.

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. Your rights under the UK General Data Protection Regulation and the UK Data Protection Act 2018 applies.

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

These rights are:

- **Your right to get copies of your information** - you have the right to ask for a copy of any information about you that is used.
- **Your right to get your information corrected** - you have the right to ask for any information held about you that you think is inaccurate, to be correct
- **Your right to limit how your information is used** - you have the right to ask for any of the information held about you to be restricted, for example, if you think inaccurate information is being used.
- **Your right to object to your information being used** - you can ask for any information held about you to not be used. However, this is not an absolute right, and we may need to continue using your information, and we will tell you if this is the case.
- **Your right to get information deleted** - this is not an absolute right, and we may need to continue to use your information, and we will tell you if this is the case.

If you are unhappy or wish to complain about how your personal data is used as part of this scheme, you should contact Tewkesbury Borough Council in the first instance.

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.

Data Protection Officer

You can contact our Data Protection officer by email: dpo@tewkesbury.gov.uk