

Low Income Family Tracker (LIFT)

Privacy Notice

Why we collect information about you

In order to help households in need, we may use the personal information provided by you as part of your Council Tax, Housing Benefit, DWP Benefits (including Universal Credit), Rent or Council Tax Arrears, Discretionary Housing Payment, or applications to the Welfare Fund, to assess your eligibility for any additional benefits, grants or support you may be entitled to.

What information do we collect about you?

We collect and processes a range of personal information about you. This may include:

- Your name, address and contact details, including email address and telephone number, date of birth, IP address and timestamp
- Ownership and/or tenancy details for your domestic property(s)
- Ownership and/or tenancy details for non-domestic property(s)
- Partner details
- Information about other people living in your household including children
- Employment and banking details
- Income details
- Savings and capital details

We will collect the above information in a number of ways including application forms, passports and other identity documents, correspondence from you, customer interviews, meetings and other assessment activities.

You are obliged to provide us with data as part of our statutory function as defined in the list below of appropriate legislation. In the event that we did not request and use this information then it would not be possible to carry out our statutory functions.

Our legal basis for processing

We have a statutory function to carry out the above duties under various legislation including the following:

UK GDPR Article 6(1)(e) - processing is necessary for the performance of a task carried out in the public interest in the exercise of official authority vested in the Council

- Local Government Finance Act 1992
- Local Government Act 1972
- Council Tax (Administration and Enforcement) Regulations 1992
- Social Security Act 1998
- Social Security Contributions and Benefits Act 1992
- Child Support Pensions and Social Security Act 2000 - Sections 68-71 and Schedule 7
- Welfare Reform and Work Act 2016

- Immigration and Asylum Act 1999 - Section 115
- Human Rights Act 1998 - Schedule 1 - The Articles
- National Assistance (Assessment of Resources) Regulations 1992
- Charging for Residential Accommodation Guide (CRAG)
- UK GDPR Article 6(1)(e)

Who do we share the information with?

We may share your information internally (within the Council) in accordance with statutory obligations. In addition, we may share your information with third parties in accordance with statutory and regulatory obligations.

We provide your information to our suppliers to enable us to deliver a service to you. We may also share information with the Department of Work and Pensions in relation to Housing Benefit.

We work with the DWP and share information often to provide a number of services. Tewkesbury Borough Council and the DWP are joint data controllers for services such as Housing Benefit.

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

Data will be stored on servers within the European Economic Area

How long do we keep your information

The information you provide as part of your request will be retained in accordance with our retention schedules.

We have retention schedules in place to ensure that information is only held for as long as it is needed. We will not keep your information for longer than is required to by law.

Who do we collect information from?

We obtain information about you from the Department of Work and Pensions and publicly accessible sources such as public registers and the Voters Roll, as well as Registered Social Landlords, Private Landlords, Care Providers, the Social Security Agency and other Council Services.

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.

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.