

Privacy Notice for Housing Benefit and Council Tax Support, including Discretionary Housing Payments

Service description

It is necessary for Dover District Council to collect and process personal information to work out and award your Housing Benefit and/ or Council Tax Support, for Discretionary Housing Payments, or for getting back money you may owe to the council.

Processing activity

In order to administer Housing Benefit and/ or Council Tax Support, and to award Discretionary Housing Payments, it is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service. We will process personal information relating to:

- Administration
- Award of benefit and/ or support
- Recovery of overpayments
- Test and trace support payments
- Calculation of entitlement
- Discretionary Payments
- Notifications

Information requirements

This may include the following information from you and any other person in your household:

- Name
- Date of birth
- Email address
- Employer details
- Expenditure details
- Health information
- NHS notification number (for test and trace support payments only)
- Address
- Telephone number
- National Insurance number
- Income details
- Financial details
- Power of attorney details

Lawful basis

Our **lawful bases** for processing your personal information are:

- For the performance of a task carried out in the public interest (under the legislation below)
- That it is necessary for compliance with a legal obligation to which the council is subject

We require the information in order to carry out our duties under the Local Government Finance Act 1992 and associated Regulations including:

- Administration of the Council Tax Reduction Scheme under S13A and Schedule 1a of the Local Government Finance Act 1992 and associated Regulations
- Administration of the Social Security Administration Act 1992
- Administration of Housing Benefit under the Housing Benefit Regulations 2006 and associated Regulations
- Administration of Discretionary Housing Payments under the Discretionary Financial Assistance Regulations 2001 and associated Regulations
- The Serious Crime Act 2007 (where needed to disclose information to prevent fraud)
- Data Protection Act 2018 Schedule 1 part 1 (2) – health or social care purposes

Reasons for processing

Some of the information that is collected is classified as special category personal data or personal data consisting of criminal convictions and offences (including alleged offences). This is processed for exercising specific rights of the council. We have a data protection policy that sets out how this information will be handled.

Data Processors

We have outsourced some of our services to either joint arrangements with other local authorities, arm's length partly owned companies, or private sector companies who provide services on our behalf. These organisations collect and use personal information on our behalf to provide services. We will need to supply your information to these organisations in order to supply a service to you. These are:

EK Services

A joint administrative arrangement with Canterbury City Council and Thanet District Council which provides services relating to revenues and benefits, ICT and manages the council's contract with Civica UK Ltd.

Civica UK Limited

A private sector company which provides benefit services, income collection services, council tax and business rates administration and collection services and customer contact services to the council.

Other Data Processors

Policy in Practice

We may also disclose your information to an external provider, namely Policy in Practice Limited (PIP), in order for us to use a low-income family tracker (LIFT) dashboard. Your information is shared with this provider who subsequently uploads the data to the dashboard allowing the housing benefit, council tax support and housing teams focus their attention on:

- Supporting households affected by new benefit rules
- Assessing support for disabled people
- Designing Council Tax reduction schemes and deciding eligibility for schemes
- Support for people who are homeless or at risk of homelessness
- Determining local welfare schemes and Discretionary Housing Payments
- Identifying and supporting vulnerable households under the troubled families programme.

Data sharing

The law says that we must protect the public funds that we handle. In order to do this we will check some of the information with other sources (e.g. HM Revenue and Customs, credit reference agencies) to verify your identity and to ensure that the information you have provided is accurate.

We may also share your information internally with other council departments (where it is in your interests to do so) as well as under legal obligations with partner organisations that inspect or handle public funds, to prevent and detect fraud and error including:

- Other councils
- Government departments such as HM Revenue and Customs, the Department for Work and Pensions, and the Cabinet Office (as part of the National Fraud Initiative)
- National Audit Office
- East Kent Housing
- Police
- Credit Reference Agencies - [TransUnion \(CallCredit\)](#), [Equifax](#), [LoCTA \(Magnet Solutions\)](#)
- Health and social care organisations
- Registered providers

If you have given us your permission in writing some of your information may be shared with:

- Your landlord
- A named friend or family member
- Support worker or other individual authorised by you to act on your behalf

We will not share your personal data with third parties for commercial purposes nor will we use your personal data for marketing products or services without your consent.

We may also rely on a number of **exemptions**, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Automated decision making

We may make automated decisions concerning your entitlement and you have the same rights of appeal as when an officer makes a decision. The automated decisions are time-related changes to your entitlement (e.g. a change to your Local Housing Allowance (LHA) rate due to a child reaching a certain age) or income-related information received directly from certain partner organisations (e.g. HM Revenue and Customs).

Please refer to our Corporate Privacy Notice at www.dover.gov.uk/privacy for further details of how we process your personal information and your rights. This is also available in other formats (e.g. print).