

The following information applies to Housing Benefit, Council Tax Reduction, Second Adult Rebate applications, Discretionary Housing Payments, Discretionary Awards of Council Tax and Fairer Charging or Welfare Benefits Assessments for those on a Social Care Package

Data Controller:

Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Data Protection Officer:

Nicola Hesketh
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Email: data-protection@tamworth.gov.uk

Retention:

Records are kept in accordance with the Council's disposal schedule and we will not keep your information for longer than necessary. Our Retention Schedule can be found at:

<https://www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf>

Rights: You have certain rights under UK Data Protection law including:

- The right to be informed
- The right of access to your personal data
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

All rights may not be available to you in all circumstances. Further information about your rights is available on our website at: <http://www.tamworth.gov.uk/privacy-notice> or the ICO Website at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Information Collected

Name
Address
Date of Birth
Gender
Contact Information
National Insurance Number
Proof of identity
Housing status
Household composition
Income
Employment and training
Benefits and Allowances
Multi-Agency Public Protection Arrangements
Homelessness Status
Banking details
Capital/savings/investments;

Fairer Charging only:

Utility bills
Receipts for the purchase of any specialist disability aids e.g. wheelchair, powered bed, powered reclining chair etc
Receipts for any privately arranged care/domestic help
Details of property and contents insurance
Details of appointees, representatives and third party advocates

“Special” category Information Collected

Health
Social Care Package, assessed by a qualified Social Worker
Details of vulnerability

Purpose Collected

Allow us to calculate your entitlement to Housing Benefit in accordance with the following legislation;

The Housing Benefit Regulations 2006 and subsequent Consequential Amendments and

The Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006 and subsequent Consequential Amendments This includes the recovery of Housing Benefit overpayments

The Prevention of Social Housing Fraud Act 2014 for the investigation of suspected tenancy fraud

The Rent Officers (Housing Benefit Functions) Order 1997

The Rent Officers (Housing Benefit Functions) (Local Housing Allowance) Amendment Order 2003 and 2005

The Housing Benefit and Council Tax Benefit (Decisions and Appeals) Regulations 2001 in relation to the handling of appeals

The Tribunal Procedure (First-tier Tribunal) (Social Entitlement Chamber) Rules 2008 and the First-tier Tribunal and Upper Tribunal (Chambers) Order 2010

Universal Credit (Consequential, Supplementary, Incidental and Miscellaneous Regulations 2013

Enable us to establish your entitlement to Council Tax Reduction in accordance with The Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012, Tamworth Council's Local Council Tax Reduction Scheme Policy and The Council Tax Reduction Schemes (Detection of Fraud and Enforcement) (England) Regulations 2013

Establish your eligibility for Discretionary Housing Payments in accordance with The Discretionary Financial Assistance Regulations 2001, Welfare Reform Act 2012, The Housing Benefit (Permitted totals) Order 1996 The Social Security Regulations 2012

Enable us to process your Fairer Charging Assessment in accordance with Staffordshire County Council's Policy based on the Care Act 2014 and The Children's Act 1989

Legal Purpose

We will only use your personal information when the law allows us to. Most commonly we will use your personal information under **Legal Obligation** as the processing is necessary for us to comply with the law namely:

The Housing Benefit Regulations 2006 and subsequent Consequential Amendments

The Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006 and subsequent Consequential Amendments. This includes the recovery of Housing Benefit overpayments

The Prevention of Social Housing Fraud Act 2013 for the investigation of suspected tenancy fraud

The Rent Officers (Housing Benefit Functions) Order 1997

The Rent Officers (Housing Benefit Functions) (Local Housing Allowance) Amendment Order 2003 and 2005

The Housing Benefit and Council Tax Benefit (Decisions and Appeals) Regulations 2001 in relation to the handling of appeals

The Tribunal Procedure (First-tier Tribunal) (Social Entitlement Chamber) Rules 2008 and the First-tier Tribunal and Upper Tribunal (Chambers) Order 2010

Universal Credit (Consequential, Supplementary, Incidental and Miscellaneous Regulations 2013
The Social Security Contributions and Benefits Act 1992
The Social Security Administration Act 1992
The Social Security Act 1998
The Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012
Tamworth Council's Local Council Tax Reduction Scheme Policy
The Council Tax Reduction Schemes (Detection of Fraud and Enforcement) (England) Regulations 2013
The Discretionary Financial Assistance Regulations 2001
Welfare Reform Act 2012
The Housing Benefit (Permitted totals) Order 1996 The Social Security Regulations 2012
The Care Act 2014

Some of your information may also be used:

- to safeguard adults, and children under the Childrens Act 1989
- for the prevention and detection of fraud under Digital Economy Act 2017 (Part 5)
- to ensure the electoral register is accurately maintained in accordance with Section 9A of the Representation of the People Act
- to establish your entitlement to other financial assistance provided by the County Council including residential care and assistance, and education benefits in accordance with Welfare Reform Act 2012 and the Social Security Regulations 2012, and Section 110 of the Education Act 2005.
- for the prevention of homelessness in connection with the Housing Act (1996) and Homelessness Reduction Act 2018
- to assist with debt management and the collection of money owing to the Borough Council such as rent, Council Tax, or other sundry debts

Third Parties we might share information with

We will share your personal information with third parties where required by law or where it is necessary to administer your Housing Benefit, Council Tax Reduction or Second Adult Rebate application. In circumstances where sharing your information is not required by law or is necessary to provide administration, we will collect your consent that the information can be shared. Examples of the organisations we may need to share information with are below, the list is not exhaustive:

Tamworth Borough Council Tenancy Services
Tamworth Borough Council Environmental Health
Tamworth Borough Council Revenues Department
Tamworth Borough Council Elections Department
Tamworth Borough Council Audit Department
Other Local Authorities
The Department for Work and Pensions
Housing Associations

Private Landlords
Citizens Advice Bureau
Welfare Services
Staffordshire County Council
HM Revenues and Customs
Credit Reference Agencies
Banks and other organisations that may lend you money
Appointees or representatives

Third-Party Service Providers – Which third parties process my personal information?

Third-Party Service Providers are companies who process your information on Tamworth Borough Council's behalf.

The following third-parties process personal information about you for the following purposes:

Capita – The Council's IT provider Capita may have to access the Benefits system on occasions where there is a fault

PSL - the Council shares your details for the purposes of distributing letters

Civica - The Council's IT provider Capita may have to access the Benefits system on occasions where there is a fault

Callcredit – For the use of a Risk Based Verification tool to analyse the level of evidence required to support a claim for Housing Benefit and/or Council Tax Reduction

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with the GDPR regulations. Our third-party service providers are not permitted to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your personal data is processed (including storage) within the European Economic Area only.

More information

Tamworth Borough Council's Privacy Notice can be found at:
<http://www.tamworth.gov.uk/privacy-notice> or a hard copy provided upon request.

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance. Alternatively, you can [contact the Information Commissioner's Office](#).

This Privacy Notice may change from time to time and will be subject to annual review. The last known update/review date can be located at the top of the page.

By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with others.