

Privacy Notice – Revenues and Benefits Service

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: information.request@shropshire.gov.uk

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

We may sometimes need information about people other than the person who has applied for a benefit or service to work out what that person is entitled to. For example, where a person makes a claim for Housing Benefit or Council Tax Support, we need information about other people who live in the same household to work out how much benefit the person is entitled to.

Details of information obtained from third parties.

- Information from landlords
- Information from DWP
- Information from Valuation Office Agency
- The Council's Enforcement Agents

How is your information used?

We may use your information to:

- Fulfil our legal obligations to process data under the following primary legislation, and associated regulations
 - Local Government Finance Act 1988
 - Local Government Finance Act 1992
 - Social Security Contributions and Benefits Act 1992

Information may be used:

- To assess your entitlement to housing benefit
- To assess your entitlement for council tax support
- To assess your request to discretionary housing payment
- To establish your council tax liability
- To establish you liability for business rates
- To assess your entitlement to council tax discounts or exemptions
- To assess your entitlement to business rates reliefs or exemptions
- Recovery council tax, business rates or housing benefit overpayment
- To process payments
- To notify you of any changes to Council Tax, Business Rates or Housing Benefit that may affect you
- To support your application for any other Welfare Grant or Fund

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed

- National Fraud Initiative to assist in the detection and prevention of fraud
- Statutory agencies, such as National Fraud Authority – We may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks
- Valuation Office Agency for collection local taxation
- Department of Work and Pensions for administration of benefits and detection and prevention of fraud
- Office of National Statistics for statistical purpose
- Our Enforcement Agent for the collection of debt
- Any other disclosure required by law including any other bodies responsible for detecting or preventing fraud or auditing or administering public funds
- Other areas of the Council if there is other support or services that you may be eligible for

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regard to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

N/A

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,

Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

By phone: 0303 123 1113 {local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk