

Privacy Notice for Benefits

What this document is for

This privacy notice provides details on how we, Broadland District Council and South Norfolk Council (“the councils”), use your personal information for the purposes of ascertaining any entitlement you may have to Housing Benefit, and Council Tax Reduction, we may also use this data to provide advice and guidance, and to ascertain any entitlement you may have to discretionary funds. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

The Councils are what is known as the ‘Data Controller’ for your data, and act as independent, sole data controllers. The Council that you apply to / area you live in is the ‘Data Controller’ for your personal data.

Further details

We also provide further details regarding your rights under the UK General Data Protection Regulation (the UK GDPR) and how to exercise them, in our general privacy notice on our [website](#)

What we use your information for

South Norfolk Council and Broadland District Council will use your information to:

- Provide advice and guidance in relation to your financial situation
- Ascertain any entitlement to Housing Benefit and Council Tax Reduction
- Assess whether you are eligible for any discretionary grants which are funded by the government.
- Make enquiries and referrals to other agencies or internal council departments
- Make relevant statutory statistical reports to central government
- Shape services and ensure that they are efficient and meet identified need and demand by identifying demographic groups and areas of deprivation
- We may pool data with other departments to assist in welfare support

What personal data we collect and use about you

We will collect and use the following information in relation to yourself and your household or anyone included on your application:

- Contact Information - this could include your name, property address, email address, and telephone number(s)
- Dates of birth
- gender
- National Insurance Number
- marital status

- Nationality
- Immigration Status
- Details of people who live in your household
- Financial/employment circumstances for Income, Capital, Savings, and equity (including bank statements, pay slips)
- Care leaver status
- Details of any child residency

Who provides this information

We receive most of this information from you, but we may also obtain some of this data from the following agencies where relevant:

- Other local authorities
- Private landlords and Registered Housing Providers
- Probation services
- Any other organisations providing you with support
- Other internal council departments
- Police
- Department for Work and Pensions
- HM Revenues and Customs

How we share your information

In some circumstances it will be necessary to share your personal data with other internal council departments, or with external third parties, these are:

- The Police
- The Courts
- Immigration Services
- Contractors providing revenues and benefits services
- Contractors providing IT Services
- Other Local Councils
- Government agencies / departments i.e. HMRC, DWP
- Enforcement Agents

Your data may also be shared with other internal departments to provide you with further welfare assistance. This includes services which provide accommodation, support, advice, or counselling to individuals with particular needs, and includes assistance by means of a grant or loan or the provision of goods or services

Data will be shared with the Department for Work and Pensions (DWP) through the monthly Single Housing Benefit Extract (SHBE) . This extract includes all information that the Council uses to assess your entitlement to Housing Benefit.

We may also use the information provided to us to suggest referrals or to signpost you to other departments within the councils and other organisations (including those located within the Help Hubs) to assist you.

This can include (but is not limited to):

- Debt and Welfare Advice
- Tenancy and Benefits Support while in Temporary Accommodation
- Community Activities
- Registered Housing Providers
- Norfolk County Council, including Children's Services and Adult Social Care
- Health and Mental Health services

We will always seek your consent to making such a referral unless we feel that to do so would put an individual or family at risk of serious harm.

In order to make our decisions or to provide suitable advice and guidance, we may seek to make enquiries regarding the particulars of your financial situation with other departments within South Norfolk and Broadland Councils and other outside organisations as detailed elsewhere in this Notice.

Information may also be shared externally with the Police and other agencies in order for the Council to carry out their statutory duties. Apart from where previously stated, we do not pass your details to third parties unless we are lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How the law protects you and the legal basis for processing your information

We have legal grounds under the UK GDPR to process this information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law under various UK laws including but not limited to:

- The Welfare Reform Act 2012
- The Localism Act 2011
- The Local Government Finance Act 1988, 1992, 2012
- The Local Government Act 1972
- Housing Benefit Regulations 2006
- The Equality Act 2010
- Social Security Administration Act 1992
- The Fraud Act 2006

We also rely on consent in relation to providing additional services and advice as detailed elsewhere on the Notice.

How long will we keep your personal information for

The information you provide will be held securely by us for a period of no longer than **7 years** following the closure of your case unless we are required by the Inquiries Act 2005 to retain the information for longer including, up to indefinitely.

How we keep your information

The information is stored electronically, on the Council's network including records management systems.

Changes to this notice

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated 27/03/2024.