

Privacy Policy – Revenues, Benefits and Fraud

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

It has been written to give you a clear explanation of our data processing practices to safeguard you and your personal information

What information do we collect about you?

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- Name, Address and contact details (Telephone Numbers, email addresses)
- Names of other occupiers in dwelling
- Date of Birth, National Insurance Number
- Disability Information
- Medical Information
- Vaccination Status (Track and Trace)
- Income information (payslips), bank details
- Liable Parties

How will we use the information about you?

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have Official Authority of power vested in the authority or a Legal obligation Article 6(1) (d) – Public Task / Official Authority and Article 6(1) (c) - Legal Obligation} under the Local Government Finance Act 1988, Local Government Finance Act 1992, Council Tax (Demand Notices) (England) Regulations 2009 (SI 2009/3193), Council Tax (Administration and Enforcement) Regulations 1992 (SI 1992/613), Social Security Contributions and Benefits Act 1992, Child Support, Pensions and Social Security Act 2000, Part 5, chapter 3 of the Digital Economy Act 2017 (Powers for sharing), and Section 48(3) of the DEA 2017 (action in connection with a debt owed to a public authority includes identifying debt), Regulation 36 of the Council Tax (Administration & Enforcement) Regulations 1992 (power to request employment details, when a liability order has been obtained), Coronavirus Act 2020, UK Data Protection Act 2018 Schedule 2 Part 1 (2)(1) (a,b and c) In this case we are collecting personal information so that we can;

- Administration of Housing Benefits and discretionary housing payments (DHP)
- Billing and Collection of Council Tax
- Billing and Collection of National Non-Domestic Rates (NNDR)
- Increasing the management and recovery of debt by utilising HMRC PAYE and Self-Assessment (SA) data.
- For the purposes of debt recovery and identifying vulnerable persons.
- Provide Financial assistance (under Coronavirus Act 2020)
- Administer Self-Isolation support payment scheme.
- Make sure the information is accurate
- Prevention and Detection of Fraud

If you're providing us with special category personal information (such as details about your health) we will be processing this under Article. 9(2) and Article 10.

- Medical Information
- Disability Information

Processing of Special Category Data is carried out under the following;

Article 6(1) (c) – processing is necessary for compliance with a legal obligation to which the controller is subject

Article 9(2) (b) - processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of social security and social protection law.

Also

UK Data Protection Act Schedule 2 Part 1 (2)(1)(a)-(c), Local Government Act 1972 for the Protection of Public Funds, the prevention and detection of crime, apprehension and prosecution of offenders, and the assessment or collection of a tax or duty or an imposition of a similar nature,

Sharing / Recipients

We may share the information with other recipients for the purposes of carrying out the functions (listed above)

We may share your information with;

- Department of Work and Pensions (DWP)
- Her Majesties Revenues and Customs Office (HMRC)
- Cabinet Office (Processor Only)
- Valuation Office (VOA)
- NHS (Track and Trace)
- Police
- Home Office (Immigration service)
- Callcredit (Risk based verification for Council Tax and Housing Benefit Claims -as part of the protection of public funds requirement)
- External Audit (Audit on behalf of DWP)
- Internal audit
- CFH Docmail – for printing
- National Fraud Initiative (Single Person Discount Information)
- Capacity Grid (Single Person Discount – Names / Addresses)
- Enforcement agents (for collection of money owed)
- MAGNET (for tracing of debtors)
- Private Care homes – to assess benefits claims and specifically to ensure that the claim is terminated from the right date. (See also DPA 2018 Schedule 2 Part 1(2)(1)(c)
- Other Council Departments;
 - Housing , Tenants and Leaseholders – to assist collect rents
 - Strategic Housing – to assist with the management of The Elms Hostel
 - Finance – to collect benefit overpayments and allocate incoming payments
 - Electoral Registration – verification of registration submissions
 - Customer Service (read access) – provision of first line Revenues and Benefits service
 - Regulatory Services – assist with environmental matters associated with a property

How long will we keep this information?

We will destroy this personal information in accordance with our [Retention Policy](#). To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact foi@dacorum.gov.uk

Security and Location of Data

We will ensure that all personal information is kept securely on servers hosted in the United Kingdom.

Access to all our user information is restricted. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

The servers on which we store personally identifiable information are kept in a secure environment which is continually monitored and tested.

Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact foi@dacorum.gov.uk in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

You have a right to correct your Personal Data if it is not accurate. Please contact council.tax@dacorum.gov.uk

Notification of changes

From time to time it will be necessary to update this Privacy Policy. This is in order to ensure our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy in force at the time the information was collected.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

Our Data Protection Policy

We have a General Data Protection Regulation (GDPR) Policy in place and this can be found [here](#):

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Team Leader (Legal Governance). You can contact them by emailing foi@dacorum.gov.uk or calling 01442 228538.

Policy Version

This Policy was last updated on 04/11/21