

Privacy Notice – Council Tax, Council Tax Support and Housing Benefit

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our revised privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018.

Who we are

Revenues and Benefits is a partnership of the City of Lincoln Council and North Kesteven District Council. The Partners are what is known as 'Joint Controllers' of the information you provide and are each registered with the Information Commissioner's Office (ICO). North Kesteven District Council is registered with the ICO as a 'data controller' under Z5680267.

What information do we collect

In order to provide this service, the following information may be collected and processed:

- Name
- Postal address
- Email address
- Date of birth
- Telephone number
- Financial information
- National insurance number
- Benefits and allowances
- Earned income
- Payment details.

However, we will only ask for personal information that is appropriate to enable us to deliver our services.

Why we collect your data

The Revenues and Benefits Team collects your personal information:

- For the purposes of administering and enforcing Council Tax under the Local Government Finance Act 1992 and its associated regulations;
- In order to administer its Council Tax support scheme under S13a and Schedule 1a of the Local Government Finance Act 1992 and its associated Regulations;
- In order to administer the Housing Benefit scheme under the Social Security Administration Act (SSAA) 1992 and Welfare Reform Act (WRA) 2012;
- To process manual and electronically submitted Housing Benefit and Council Tax applications, appeals and other communication relating to the service we provide and the above statutory functions;
- To process your personal information on the legal basis that it is necessary to perform our public functions in accordance with the above laws and regulations.

How we collect your data

We collect and process your data via the following methods:

- The personal data that you provide whilst using the Revenues and Benefits website and our services;
- Any information collected from you as part of our online registration/application process;
- If you contact us, we will keep a record of that correspondence;
- We may ask you to complete a customer satisfaction survey that we use for research purposes.

When we'll share your data

The third parties we may share your information with include, where necessary passing your information and receiving information about you and your family as allowed by the law, with the following:

- Department for Work and Pensions
- Pension Service
- Jobcentre Plus
- Private sector companies, such as banks and organisations that may lend you money
- Landlords
- Pension providers
- HM Revenue and Customs
- Valuation Office Agency
- Other departments within the Council, other Councils and government departments
- We may use your data to identify if additional help or support can be provided, such as the Lincs 4 Warmer Homes Scheme.

The Council may also use the service of approved companies/organisations to check and process claims and applications.

We also share data with the Office for National Statistics for statistical and Census purposes.

We are also under a duty to protect the public funds we administer and we may use the information you have provided for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

We do not sell your personal information to anyone outside of North Kesteven District Council and will never share your information for marketing purposes.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies, object to processing and restrict the personal information we hold. Where possible we will seek to comply with your request, but we may be required to continue to hold and process information to comply with a legal requirement.

If you want to contact us with regards to your rights, please contact dataprotection@n-kesteven.gov.uk

If you are a resident of Lincoln City, please contact the Data Protection Officer at the City of Lincoln Council.

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.

Tel: 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 icocasework@ico.org.uk