

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 standards introduced by 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). The City of Lincoln Council is registered with the ICO as a 'data controller' under Z6277436. 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.

The lawful bases under the GDPR we rely on for processing your personal information are:

- GDPR Article 6(1)(c) – Processing is necessary for compliance with a legal obligation to which the Council is subject
- GDPR Article 6(1)(e) – Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

When we collect special category data, we also rely on the following lawful basis:

- GDPR Article 9(2)(b) – Processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the Council or data subject in the field of employment and social security and social protection law as authorised by UK law providing appropriate safeguards for the fundamental rights and interests of the data subject
- GDPR Article 9(2)(g) – Processing is necessary for reasons of substantial public interest, on the basis of UK law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide suitable and specific measures to safeguard the fundamental rights and interests of the data subject.

Why we collect your data

We collect 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 our 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
- Estate Agents and Letting Agents
- Land Registry
- Pension providers
- HM Revenue and Customs
- Valuation Office Agency
- Valuation Tribunal
- Housing Benefit Tribunal
- Office for National Statistics
- Police and law enforcement agencies
- Court Service
- Civil enforcement agents (previously known as 'bailiffs')
- Companies House
- The Insolvency Service
- Liquidators
- Employers
- Money Advice Agencies
- Educational establishments
- 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
- Other third parties where legally allowed.

This may include sharing sensitive special category personal data you provide about you and your family, for example, health data. Where you provide personal data about your family, we assume you have done so with their consent.

This includes secure live testing on your data to improve service delivery.

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

We 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: dpo@lincoln.gov.uk

How long do we keep your information

Personal data will be held for 6 years from the end of the claim or last action on the account in accordance with the Limitation Act 1980.

Council Tax began on 1 April 1993 and in some circumstances the amount of Council Tax payable can be reduced from this date. In order that we can refund any money that is due therefore we retain the necessary records from this date.

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