

Privacy Notice – Household Support Fund

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 privacy notice, we have addressed the standards introduced by the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who we are

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. This privacy notice relates to the Household Support Fund, which aims to provide support to vulnerable households in most need of support for the period to the 30 September 2024. The funding has been made available by the Department for Work and Pensions and is being distributed by Lincolnshire County Council and, for a particular element of this funding, through North Kesteven District Council and City of Lincoln Council.

How to make an application

Specified professionals supporting North Kesteven District Council and City of Lincoln Council residents can make a referral on your behalf if you are struggling with the cost of household essentials. An online application process will also be available for a set time during the period of the fund: [Cost of living support | North Kesteven District Council \(n-kesteven.gov.uk\)](#).

Reasons for eligible applications and referrals include, but are not limited to, evidence of unmanageable debt, bereavement, poor physical or mental health, relationship breakdown, struggling with household bills, change in income, victim of domestic abuse, recently homeless or rough sleeping.

An application can be made for the following funds:

- £100 payment direct to bank account (if adult only household)
- £150 payment direct to bank account (if up to two children in household)
- £200 payment direct to bank account (if 3 or more children)
- A limited number of shopping vouchers are also available.

Will you receive funding?

- Applicants must be residents of North Kesteven District Council or City of Lincoln Council and aged over 18 years old
- Responsible for household bills

- Applications are limited to one per household
- This scheme is not linked to benefit eligibility, employment or immigration status
- All funding will be processed and paid at the discretion of North Kesteven District Council and City of Lincoln Council.

What information do we collect

North Kesteven District Council and City of Lincoln Council are joint data controllers for the purposes of the support fund when it processes your personal data, including receiving this from the application process, specified referring organisations, or from its own internal council departments.

To facilitate the payments of the funding we may share your application details to New Life Church, Sleaford who will then become the data controller of your information. The privacy notice for New Life Church is available at [Privacy — New Life Church \(nlcm.org.uk\)](https://www.nlcm.org.uk/privacy-notice/)

There may be occasions when, to facilitate the payments of the funding, we will provide your contact details (name and address) to a company called Charis Grants who will then become the data controller of your information and will share this with any third party whose products are being purchased by you through their website. Charis Grants privacy notice is available at: <https://www.charisgrants.com/privacy-policy/>

If your application is made by a referral organisation, personal data is needed for the referring organisation to establish potential eligibility and make the appropriate referral(s) and, without such data, residents will not be able to access the support fund.

Why we collect your data

As the personal information collected is provided directly by you, under the UK GDPR, the lawful bases we rely on for processing your personal information are:

- GDPR Article 6 (e) – The 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 controller.

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

- GDPR Article 9(2)(i) – the processing is necessary for reasons of substantial public interest, on the basis of Union or 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 (for example, information relating to health conditions).

District Councils may exercise the official authority provided to them by Section 1 of the Localism Act 2011 in meeting statutory functions in relation to the delivery of public health services.

When we'll share your data

We will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable; except where we are required to disclose your personal data in accordance with legislation, for example in relation to the prevention and detection of crime, counter terrorism, safeguarding, legal proceedings or to protect interests of yourself or another.

Your personal data is not routinely transferred outside the UK, but it is possible that Charis Grant may need to pass your data to organisations, who might be owned by a company registered in another country or store your data in another country. In these circumstances it is for the receiving organisation as data controller to protect your personal data.

If your claim has been made through a specified referral partner, your personal data will be shared by the referrer with us, and we may share your application details with New Life Church, Sleaford and Charis Grant who support us to deliver the fund.

North Kesteven District Council has entered into a Data Sharing Agreement with the New Life Centre in Sleaford for the purpose of delivering part of the funding. Your name, address and application details will be shared with the New Life Centre in Sleaford to prevent the same household claiming multiple times under the singular application process. The privacy notice for New Life Church is available here [Privacy — New Life Church \(nlcm.org.uk\)](#)

If a voucher award is made, we will share your contact details (name and address) to a company called Charis Grants who will then become the data controller of your information and will share this with any third party whose products are being purchased by you through their website. The privacy notice for Charis Grants is available here <https://www.charisgrants.com/privacy-policy/>

For audit and monitoring purposes, we will record the number and type of awards made from the Household Support Fund. We will also report on how the Household Support Fund has been spent to the City of Lincoln Council and North Kesteven District Council. However, this monitoring does not include any personal data.

The Department for Work and Pensions (DWP) requires local authorities to report on how the Household support Fund is spent using its 'Management Information (MI) Return Form'. However, the DWP does not require local authorities to provide any personal data. The City of Lincoln Council and North Kesteven District Council also use the information to review and evaluate the scheme. We will do this by using anonymised information and individuals cannot be identified.

If required and lawful to do so under the applicable legislation, we will share your information with other City of Lincoln and North Kesteven council departments, such as:

- Finance Team to process the payment
- Revenues and Benefit for the prevention and detection of crime and fraud, and to check you have received the correct entitlements in relation to Council Tax Reduction, Housing Benefit and any other relevant discounts
- Welfare Team who can offer advice on debt and income maximisation

- Housing Services Team to check your rent and tenancy details.

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 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

How do we protect your information

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information.

How long do we keep your information

The data we hold in relation to the scheme for six years from completion of the case in accordance with the Limitation Act 1980.

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