

Service privacy notice

We have a joint Revenues and Benefits team, which incorporates and handles personal data for three different councils:

- Hinckley & Bosworth Borough Council
- North West Leicestershire District Council
- Harborough District Council

Your information may be used, under legal obligation or public task, under various UK laws including but not limited to:

- The Local Government Finance Act 1992
- Local Government Finance Act 1988
- Local Government Act 1972
- Social Security Administration Act 1992
- Social Security Contributions Act
- Housing Benefit Regulations 2006
- The Localism Act 2011
- The Equality Act 2010
- The Local Government Finance Act 2012
- The Welfare Reform Act 2012
- The Data Protection Act 2018 (DPA 2018)
- Business Improvement District (England) Regulations 2004

Your information may be used for the following purposes:

- Statutory requirements, for instance, reporting to government
- Service delivery and improvement
- Regulatory functions
- Prevention and detection of crime
- Financial transactions
- Debt recovery
- Payment of benefit and take up

When computers make any decisions about you:

- Risk-based scoring for assessing the level of verification required for housing benefit and council tax support claims

- Bulk processing of change of circumstances notifications from the Department for Work and Pensions
- Bulk production of council tax and business rates demands, reminders and summons for non-payment
- Bulk selection of cases for further recovery action, for example, passing to enforcement agents

Your information may be shared with the following third parties:

- Judicial agencies, for example, the courts
- Tribunals
- Police
- Internal council departments (for enforcement or debt collection purposes)
- Other local authorities

We will only share the data with third parties if we are required by law to do so. We will not sell your data or use it for marketing purposes without your consent. We will keep your personal data for as long as required to do so under relevant legislation or in accordance with our operational requirements.

You have the rights to access the data we process about you under the DPA 2018; and you should contact the council to exercise this right. You also have the right to ask for your data to be erased, restricted or made portable in certain circumstances.

Please note that not all of these rights apply to all processing. Your information will be processed in accordance with current Data Protection legislation. Please contact the information Governance Officer on 01530 454545 should you have any questions regarding your rights or records retention.

For independent advice 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](#) or email casework@ico.org.uk

Summary of data processing with the DWP

The right to be informed (Articles 13 and 14):

- **Applies:** Yes
- **Are any additional actions required?** DWP and LAs will have appropriate processes in place which provide adequate information to customers to ensure they know how and why their data is being used and their rights and responsibilities

The right of access (Article 15) (Subject Access Request):

- **Applies:** Yes
- **Are any additional actions required?** DWP and LAs will follow locally held guidance when a Subject Access Request (SAR) is received relating only to the data that originated from that organisation. Where a SAR request is received to DWP in relation to data provided to DWP by LAs, DWP will liaise with the relevant LA via the single email inbox before information is released. Where a SAR request is received by an LA in relation to data provided to LAs by DWP, DWP is content for you to share the information providing there is no Special Category Data (previously known as sensitive data) included, as defined within UK GDPR

The right to rectification (Article 16):

- **Applies:** Yes
- **Are any additional actions required?** Where data has been shared and it is then identified that the information was inaccurate and has subsequently been rectified, DWP and LAs have a responsibility to notify the appropriate organisation

The right to erasure (Article 17):

- **Applies:** No
- **Why this right does not apply:** We are processing data under Article 6(1)(e) however, DWP and LAs will have processes and procedures in place to handle any requests received. In the rare circumstance that a right to erasure is successful, DWP and LAs will follow proper procedures and if appropriate notify the other organisation via the email address above