

PRIVACY NOTICE – APPOINTEESHIP & DEPUTYSHIP CLIENTS

Halton Borough Council is the Data Controller for the personal information you provide.

The Council's Data Protection Officer can be contacted on 0151 511 7002 or by email to Jonathan.Greenough@halton.gov.uk

We collect and hold information about you in order to help you manage your state benefits, pay your bills and debts and to act on your behalf when liaising with the Department for Work and Pensions, the Court of Protection, Office of the Public Guardian, utility companies, banks and building societies, debt collection agencies and any other organisations with which you have a financial relationship.

WHY DO YOU NEED MY INFORMATION?

We need your information for the following reasons:

- To obtain a full understanding of your personal financial circumstances;
- To help us prepare a budget plan for you;
- To ensure that you receive the benefits to which you are entitled;
- To make sure that your bills and any debts are paid on time;
- To liaise with companies and other bodies on your behalf.

WHAT LEGAL BASIS ALLOWS YOU TO USE MY INFORMATION?

The processing of your personal information is necessary for your legitimate interests so that the Council can assist you in managing your financial affairs. This may include claiming benefits on your behalf and paying your bills and any debts that you may have.

In some cases when processing your information your consent may be necessary. For example, we may require your consent in order to deal with certain organisations that do not recognise the authority of the Department for Work & Pensions Corporate Appointeeship. You have the right to withdraw consent at any time.

DO I HAVE TO PROVIDE THIS INFORMATION AND WHAT WILL HAPPEN IF I DON'T?

If you do not provide this information the Council will not be able to help you manage your finances.

WHO WILL MY INFORMATION BE SHARED WITH?

We may share your data with other organisations in order to help manage your finances and to protect your interests. These organisations may include, but are not limited to, the following:

- Department for Work & Pensions
- Debt collection agencies
- Financial institutions, such as bank and building societies
- Utility companies
- Telecommunications companies
- Court of Protection
- Office of the Public Guardian
- Other local authorities
- Other government bodies

- Care providers
- Housing providers
- The Council's external auditor
- CIFAS (Credit Industry Fraud Avoidance System)

HOW LONG WILL YOU KEEP THIS INFORMATION AND WHY?

The information will be stored for as long as you are an appointeeship or deputyship client of the Council and for six complete financial years thereafter.

HOW WILL MY INFORMATION BE STORED

Your information will be stored on the Council's computer network in an area that can only be accessed by the team that needs access to your information.

WILL THIS INFORMATION BE USED TO TAKE AUTOMATED DECISIONS ABOUT ME?

No - Decisions about your finances will not be made without any human intervention.

WILL MY DATA BE TRANSFERRED ABROAD AND WHY?

No

WHAT RIGHTS DO I HAVE WHEN IT COMES TO MY DATA?

Right to be informed – through this Privacy Notice

Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.

Right to erasure – you have the right to have personal data erased and to prevent processing however the right to erasure does not apply in some circumstances.

Right to restrict processing – you have the right to block or suppress processing of your data; however this right does not apply in some circumstances.

Right to data portability – you have the right to obtain and reuse your data for your own purposes (copy or transfer personal data to another environment) in certain circumstances

Right to object to processing (to certain types of processing only)

Rights related to automated decision making and profiling

Right of access - you have the right under the Data Protection Act 1998 (General Data Protection Regulations 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used download a copy form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to:

Information Governance Service
Halton Borough Council
Service Improvement Division
Municipal Building
Widnes
WA8 7QF

Alternatively you can email informationgovernanceservice@halton.gov.uk

SOURCE OF DATA

Some of your personal data may be provided to us by the Department for Work & Pensions and other departments within the Council, such as from Adult Social Care and / or the Benefits team.

WHO CAN I COMPLAIN TO IF I AM UNHAPPY ABOUT HOW MY DATA IS USED?

You can complain directly to the Council's Data Protection Officer by writing to:

Data Protection Officer
Information Governance Service
Halton Borough Council
Municipal Building
Widnes
WA8 7QF

You also have the right to complain to the Information Commissioner's Office using the following details:

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

Telephone: **08456 30 60 60** or **01625 54 57 45**

Website: www.ico.org.uk