

Privacy Notice

This Privacy Notice relates to the Welfare Rights Service of Halton Borough Council.

Who is the Data Controller for the information I provide?

The Data Controller is Halton Borough Council. The Council's Data Protection Officer can be contacted on 0151 511 7002 or by "e" mail to Jonathan.Greenough@halton.gov.uk

We collect and hold personal information about clients who access our service in order to perform benefit checks and assist with benefit applications and debt management.

Why do you need my information?

We need this information so that we can calculate entitlements correctly, complete application forms for a variety of benefits correctly and assist further if those applications are unsuccessful or are successful and need to subsequently be renewed. This information also contributes towards statistical analysis of the teams achievements.

What legal basis allows you to use my information?

Consent has been given to this data being held by explicit consent for benefit checks, applications for benefit and assistance with reconsiderations and appeals being requested. Explicit consent is also gained for this data to be held for assistance with debt management issues. This information is held for the legitimate interests of those being assisted with benefits related matters. Personal data will not be disclosed without the consent of the data subject.

Do I have to provide this information and what happens if I don't?

If we did not collect this information we would be unable to perform benefit checks, complete benefit application forms or assist with queries and disputes relating to benefits. We would be unable to assist with debt management. We would also be unable to assist with benefit reconsiderations or appeals or to duplicate information if benefit forms submitted are lost, or are due for review/ renewal.

Who will my information be shared with?

The information held will only be shared with external partners if explicit consent is gained for this on each occasion. With regard to the administration of benefits information will be shared with the Department for Works and Pensions with explicit consent gained. Information will also be shared with government for the progression of Debt Relief Orders.

We may disclose information to other partners of the council where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

How long will you keep this information for and why?

Personal information will be retained for 7 years based on best practice.

How will my information be stored?

This information may be stored on hard copy documents whilst casework is ongoing. After this the information will be held either within the Northgate system for scanned on documents and Client Record Sheets. Information held for statistical purposes will be held on the Welfare Rights Database – an access based database

With regard to assistance given with debt management information is stored electronically within PGDebt and for Debt Relief Orders information regarding Insolvency is held on the appropriate secure pages at www.gov.uk for the purposes of submitting applications.

Will this information be used to take automated decisions about me?

Will my data be transferred abroad and why?

The information held will not be used to make any automated decisions about the data subject and will not be transferred abroad.

What rights do I have when it comes to my data?

The data subject has rights concerning data held;

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 Regulation 2018) to request a copy of your information and to know what it was 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 of our 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 or “e” mail informationgovernanceservice@halton.gov.uk

Who can I complain to if I am unhappy about how my data is used?

If you are unhappy about how your data has been used you can complain directly to Halton Borough 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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 SAF.