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Privacy Notice – Revenues and Benefits

Introduction	<p>The Revenues and Benefits team at Ipswich Borough Council ('the Council') provides this privacy notice to you to help you understand how we collect, use and protect your Personal Data.</p> <p>This Notice applies to individuals who make claims for Housing Benefit, Council Tax Reduction and Discretionary Housing Payments and those who are liable to pay monies to the Council e.g., for Council Tax or Business Rates. It is also directed to other individuals such as family members, landlords, employers and childcare providers who may be named in any application for benefit as well as people who have been overpaid benefits.</p> <p>It also applies to individual who are eligible or make claims for the Council Tax Energy Rebate.</p> <p>When reading this document please note that we use the terms 'Personal Data' and 'Personal Information' interchangeably.</p> <p>For information on how the Council <i>generally</i> processes and protects your personal information please view our Privacy Notice, which can be found at https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>The Data Protection Officer for Ipswich Borough Council is Siobhan Martin, Head of Internal Audit. She can be contacted at dataprotection@ipswich.gov.uk</p>
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<p>Definitions used in this Notice</p>	<p>Personal Data means any information related to an identified or identifiable living individual- known as a 'data subject'. An individual is regarded as identifiable if they can be identified, directly or indirectly, from the information.</p> <p>Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data (where used to identify a person), health, sex life or sexual orientation. Special Personal Data is distinct from other 'ordinary' data and requires greater justification for use and greater care when handling it.</p> <p>Records of personal data relating to criminal convictions and offences and allegations are deemed to be as sensitive as the above types of data.</p> <p>Processing means any operation which is performed on information such as. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.</p> <p>Data Controller determines the purposes and means of processing personal data.</p>
	<p>Data Processor is an individual or entity who processes personal data on behalf of the Data Controller</p>



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<p>Who we are and what do we do:</p>	<p>More detail is provided below but, briefly, the Revenues and Benefits team is responsible for administering benefits and getting in revenues due to the Council.</p> <p>The Council is the ‘Data Controller’ for the information which is collected and further processed. This means we are responsible for deciding how we use your information.</p> <p>On some occasions, the Council and partner organisations may act as ‘joint’ data controllers. This means that we and the other organisation(s) decide between us what is to be done with personal data and how it is to be processed. Where this is the case the Council and the other organisation(s) will agree upon our respective legal responsibilities for the proper handling of personal data.</p>
<p>How we lawfully process Personal Data</p>	<p>The law allows us to process your personal data in several potential ways. In the case of Personal Data that is not deemed to be special category or about criminal convictions or offences it is processed in one of the following ways:</p> <ul style="list-style-type: none">a) with your consentb) where the Council needs to comply with any legal obligation placed upon itc) to enable the Council to undertake a task carried out in the public interest (administering benefits and collecting revenue) or to exercise our official authorityd) In the legitimate interests of an external organisation – the Council will consider your privacy before making any disclosure. <p>Where we collect and use special category data, it will be under one of the following lawful bases:</p> <ul style="list-style-type: none">• Article 9.2a: (with your) explicit consent• Article 9.2b- to meet obligations under social protection law - interventions intended to relieve households and individuals of the burden of risks in relation to poverty, homelessness and social exclusion• Article 9.2f: exercise or defence of a legal claim by us or where the courts are involved• Article 9.2g: reasons of substantial public interest: to ensure equality of opportunity



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	<ul style="list-style-type: none">• Article 9.2g: reasons of substantial public interest: - to enable the Council to exercise its statutory functions
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	<p>The legislation that allows us to process your data includes:</p> <ul style="list-style-type: none">• The Local Government Finance Act 1992• Local Government Finance Act 1988• Local Government Act 1972• Local Government Act 2003• 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• Regulation of Investigatory Powers Act 2000• Fraud Act 2006• The Welfare Reform Act 2012 <p>Where we process any information relating to criminal convictions or offences (including allegations) we will only do so where the law allows us to.</p>
How the law protects you:	The UK GDPR and the DPA 2018 set out how we can lawfully use personal information. Complying with the law protects individuals from harm and the Council will only ever process your information where we are legally able to.
Our responsibilities	The UK GDPR and the DPA 2018 provide us with our main responsibilities for processing personal data. All personal information provided by you is held securely.



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Your rights:	<p>The UK GDPR and DPA 2018 provide you with the following rights:</p> <ol style="list-style-type: none">1. The right to be informed2. The right of access3. The right to rectification4. The right to erasure5. The right to restrict processing6. The right to data portability7. The right to object8. Rights in relation to automated decision making9. The right to withdraw consent10. The right to complain <p>Requests in relation to your rights should be directed to the Council. A request can be made verbally but we would prefer for you to do so in writing, by email to dataprotection@ipswich.gov.uk -or (in the case of a request for a copy of your personal data) using</p>
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BOROUGH COUNCIL

	<p>the Subject Access Request Online Form. Please note that you can see some of the information that we hold about you by logging into your 'My Ipswich' account.</p> <p>When we receive a request from you in writing, we must normally give you access to everything we have recorded about you. However, we will not let you see any parts of your record which contain:</p> <ol style="list-style-type: none">1. Confidential information about other people2. Information a care professional thinks will cause serious harm to your or someone else's physical or mental wellbeing; or3. Information that could harm a criminal investigation or prosecution if it were disclosed to you. <p>If you are requesting to view CCTV footage, please visit Making a request to view CCTV.</p> <p>For further information on your rights, please see https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>If you are unhappy with the way the Council has processed your information, please contact dataprotection@ipswich.gov.uk The Council will look into your concerns for you. If after that if you are still unhappy you may contact the Information Commissioner's Office. Their contact details are available at www.ico.gov.uk</p>
Your responsibilities	<p>You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.</p>
When do we collect information about you?	<p>We collect information about you from different places such as information received directly from you when you seek support from us or register as a liable person or when information is passed to the Council/ shared with us by other agencies and public authorities such as other local Councils.</p>



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What information do we collect, maintain and use?

Benefits

Every individual's claim is different and, as such, we collect different types of information for every customer. Copies of our benefit forms are available for viewing on our website [Online forms | Ipswich Borough Council](#). These show the questions that we ask but we may collect and make use (the list is not exhaustive) of the following types of data:



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	<p>Name Contact information Date of Birth Gender National Insurance Number Nationality/ Ethnicity Immigration status Information regarding disability Information about employment, your Employers name and address All Income and savings held, Debts and outgoings where applicable Bank details Child Support Agency arrangements If you are a Carer/have an Appointee Appointee name and address Relationship status Details of any other people living with you Proof that you are a student / what you are studying Reason you claimed benefit Signature Reason for any backdate request Name of Child Care Provider, their address & contact number Correspondence sent to you (including awards) or from you Information relating to any change in your circumstances</p> <p>Sometimes you may appeal any decision to decline to make an award to you or the amount of the award. In these cases we will process:</p> <p>Your reasons for seeking to appeal Any evidence in support of your appeal</p> <p>Sometimes you may be overpaid and, in that case, we will have:</p> <p>Details of overpayments including the reason Correspondence with you about recovery of the overpayment Bank details Income and expenditure/ savings and debt information Instructions to and correspondence with enforcements agents and the DWP</p> <p>Council Tax</p>
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We will collect from you and process the following types of information:



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	<p>Name Property address Tenure – own/rented etc When you moved in Your previous address Landlord details Applications for discounts/exemptions Date from and amount liable for Bank details Records of payments Contact details – email/phone number if provided</p> <p>Where you default on payments we will send you reminders. We may come to an arrangement with you and may need to see details of your income/ expenditure/savings/debts</p> <p>We may need to apply for a Liability Order.</p> <p>We will keep records of what is outstanding, the date, court and amount of any Order</p> <p>Correspondence with enforcement agents Correspondence with employers or the DWP</p> <p>Business Rates</p> <p>This operates in a similar way to Council Tax. We will collect your:</p> <p>Name Property address tenure Business name Contact details Date moved in Applications for any reliefs Landlord details.</p> <p>Again, if you default, we may need to correspond with you and take court action for a Liability Order.</p>
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	<p>Council Tax Energy Rebate</p> <ul style="list-style-type: none">• Name• Property address• Date of Birth• National Insurance Numbers• Bank account details• Information about your energy fuel liability• Information about your Council Tax including but not limited to your valuation band, account reference number and liability
<p>How do we use your information?</p>	<p>We will be using your information to:</p> <ul style="list-style-type: none">• verify who you are and your entitlement to support• process claims for benefits, awards of reductions, discounts and reliefs• identify properties that are rented out (and identity of Landlord)• assess, levy and collect Council Tax and business rates



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	<ul style="list-style-type: none">• Assess entitlement and pay out the Council Tax Energy Rebate
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	<ul style="list-style-type: none">• debt recovery including applications for liability orders• statutory requirements e.g. reporting to Government• regulatory and enforcement functions• prevention and detection of crime• report financial transactions <p>We will not use your personal data for purposes that are not listed on this Notice unless the law allows us to.</p>
How long do we keep your information?	<p>For information as to how long we retain your information for please see our Records Retention Schedule</p> <p>After this time, your personal information will be deleted from our system</p> <p>You have the right to request that your personal information is deleted at any time, however whether this is possible will depend on the reasons why the data is processed. The Council will consider your request and comply where possible. If it is not possible, we will explain the reasons to you.</p>
Transferring your information overseas	<p>Currently, we do not transfer any personal information outside of the United Kingdom</p>



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Data sharing	<p>We may share some of your personal information with:</p> <ul style="list-style-type: none">• Judicial Agencies e.g. Courts, Tribunals• Police• Education Providers• Internal council departments (for instance to validate entitlement to discounts or concessions)• Other Local Authorities• Immigration Service• Government Departments e.g. HMRC, DWP, DLUHC, Cabinet Office (typically anti- fraud)• Contractors providing revenues and benefits services, energy rebate support services and IT services.• Elected Councillors• Enforcement Agents• Fraud Prevention Agencies
National Fraud Initiative NFI	<p>We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see https://www.ipswich.gov.uk/content/privacy-policy..</p>