



Lewes District Council



Working in partnership with Eastbourne Homes

Privacy Notice for Housing Benefit and Council Tax Reduction

Why we are collecting your data

Lewes District Council and Eastbourne Borough Council are data controllers and collect your personal data in order to work out your Housing Benefit and Council Tax Reduction claim. We will only collect the personal data from you we need in order to provide this service to you.

This information will include:

- Details about you such as your name, address, telephone number, email address, National Insurance number, date of birth
- Details about your household composition, income, allowances, savings and investments, including those of a partner, non-dependents or any dependents
- Other relevant information needed to process your claim e.g. landlord details

What is the legal basis for processing the data?

The legal basis we rely on to process your personal data is article 6(1)(c) of the GDPR. The processing is necessary for compliance with a legal obligation as we are subject to

the Local Government Finance Act 1992, Housing Benefit Regulations 2006 and The Council Tax Reduction Schemes (Default Scheme) (England) Regulations 2012. We will not be able to process your claim without the personal data you provide us with.

Who will your information be shared with?

To ensure our record keeping is efficient and to be able to provide services quickly across Lewes and Eastbourne we hold your personal information in a centralised customer record.

We may get information from third parties, or give information to them to check its accuracy, to prevent or detect crime, or to protect public funds, if the law allows it. These third parties include the NHS, Police, Landlords, other local authorities e.g.

East Sussex County Council and government departments such as the Department for Work and Pensions and Her Majesty's Revenue and Customs.

We may also share information with bodies that are responsible for auditing or administering public funds, including the Cabinet Office. The Cabinet Office requires councils to participate in data matching exercises to assist in the prevention and detection of fraud.

In some cases if a housing benefit overpayment has occurred the council will use artificial intelligence (AI) and work with the DWP to recoup the monies owed.

Where we need to disclose sensitive information such as medical details to a third party, we will do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

If you fall behind with your rent or council tax payments our housing or council tax staff may need to read your application so that they can help you.

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services. If any of your details change please tell us as soon as possible so that we can update your records.

We will not

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad
- Make decisions about you based on automated processing.

How long will we hold your data for?

We keep all records relating to for housing benefit for six years from the date the benefit is no longer claimed and keep all records relating to council tax discounts, exemptions and council tax band reductions for six years from the date the discount, exemption or tax band reduction is no longer claimed.

Your rights

You are entitled to request a copy of any information about you that we hold.

If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk

Identity of Data Protection Officer

Data Protection Officer – Oliver Dixon, Senior Lawyer

Contact details

Lewes and Eastbourne Councils, Town Hall, Grove Road, Eastbourne, BN21 4UG

Email: accesstoinformation@lewes-eastbourne.gov.uk

Tel: 01323 410000