

Housing Benefit, DHP payments and C/Tax Reduction

What we use your information for

We use personal information in the administration of -

- housing benefit
- discretionary housing payments
- council tax reduction

We require personal and financial information on the household because entitlement is means tested; the information is required in order to determine entitlement.

What information we hold and use

The types of information we hold and process includes -

- names, addresses and contact information
- biographical and family information
- dates of birth and national insurance number
- financial information and bank account details
- employer and employment data
- housing costs
- landlord information
- health, welfare and safeguarding information
- appointees/ representatives details

Legal basis for processing your personal data

Information is processed in order to comply with our legal obligation and in the performance of a task we carry out in the public interest. Special category data relating to health and welfare is processed only where necessary for reasons of substantial public interest on the basis of Union or Member State Governing legislation is contained within -

- social security administration act
- housing benefit regulations
- local government finance act
- decision making and appeals regulations
- welfare reform act

How we collect information

Information is collected from -

- claimants and their appointees/representatives
- landlords
- other council departments
- the department for working pensions

- professionals at other organisations including GPs, health services, police, Welfare advisory services, Her Majesty's Revenues and Customs, Valuation Service and credit reference agencies

It is collected using forms, letters, e-mail, telephone contact and from details held on computer systems.

Automated decision making

We may make automated decisions concerning your entitlement and you have the same rights of appeals as when an officer makes a decision. The automated decisions are time-related changes to your entitlement (for example a change to your Local Housing Allowance (LHA) rate due to a child reaching a certain age) or income-related information received directly from certain partner organisations (for example HM Revenue and Customs).

Who we share information with

We do not make your personal information available to companies for marketing purposes. Information is shared with other departments and external organisations where necessary to deliver public functions. It is shared where the law allows and in order to maintain accuracy, detect fraud and protect public funds. For example -

- The Department for Work and Pensions
- HMRC
- The Valuation Office
- The Tribunal Service
- Collection Agencies

Security and retention of your personal data

Personal data is stored within our secure computer network and offices that have controlled access. It is retained for as long as there is a business and legislative need for it, normally for the current year, plus 6 years following the end of service.

What rights you have

You have -

- a right of access to see the information we hold about you
- a right to rectification where you believe information we hold about you is incorrect or incomplete
- a right to restrict processing and a right to object to processing where certain circumstances apply

To exercise these rights you need to contact us as detailed below. For rectification, restrictions or objection you need to provide the reasons for your request. In limited

instances, your personal information maybe processed for individual automated decision making. It is not used for profiling of individuals for marketing purposes.

Questions, complaints and comments

More details about how we use personal information can be found on our website.

Information security breaches should be reported to us either by -

- calling 01482 300 300
- e-mail to information@hullcc.gov.uk

Enquiries about how your personal data is processed can be directed to the Housing Benefit team -

FREEPOST RSJC-KKBE-ABXZ,
Housing Benefits
Hull City Council
PO Box 15
Hull
HU1 2AB

Telephone: 01482 300 303

E-mail: benefitssr@hullcc.gov.uk

As a public authority we are required to have a Data Protection Officer. You may contact them for more information or with any concerns about how your personal information is being used to –

Hull City Council
Data Protection Officer
Room 11
The Guildhall
HULL
HU1 2AA

E-mail: information@hullcc.gov.uk

If you are not happy with the outcome of a complaint you have the right to complain to the regulator -

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

Telephone: 0303 123 or 01625 545 745 if you prefer to use a national rate number