

Privacy notice – Welfare Support Team

Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is:

Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND.

You can contact our Data Protection Officer as follows:

01743 252774

information.request@shropshire.gov.uk

We collect information from you when you contact us via:

- Our website
- Phone
- Any other type of electronic communication
- Face to face

The types of information we collect from you.

We'll collect personal information from you such as:

- Name of you and others in your property
- Address
- Contact details.
- Date of birth
- National Insurance number
- Relationships information
- Financial information
- Health information
- Referral and assessment information
- Mental capacity information
- Payment information details
- Relevant case information
- Vulnerability information
- Other agencies involved.
- Inclusivity information (if you choose to provide it)

We'll only use more sensitive data in particular circumstances that are set out in law.

Information recording

- Incoming calls will/may be recorded and will kept for 7 years (6 years plus current).

- We will ask for your permission before recording outbound calls to you.
- We'll keep your application details and evidence on our operating system 7 years (6 years plus current). This will include information you provide to us on our online form.

We may obtain details from the following third parties to support your application:

- Your landlord
- Appointees / Power of Attorneys
- Department for Work and Pensions (DWP)
- Council's Benefits Service (Housing Benefit, Council Tax Support and Discretionary Housing Payment information)
- Council's Revenues Service if you ask for help to pay your Council Tax
- Council's Housing Options Team
- Social work teams
- Pensions Service
- His Majesty's Revenues and Customers (HMRC)
- Support workers.
- Suppliers who provide you with the support you've requested.

How is your information used?

We may use your information to fulfil our legal obligations to process data under the following primary legislation, and associated regulations

- Data Protection Act 2018
- UK GDPR
- Welfare Reform Act 2012
- Housing Act 1996
- Homelessness Reduction Act 2017

Information may be used:

- To assess entitlement to a discretionary local welfare provision award
- To help inform decisions on future local welfare provision applications that you make.
- To assess entitlement to a Homeless Prevention Fund award
- To assess entitlement to a Discretionary Housing Payment where consent is given to pass information on to the Council's Benefits Service
- To help customers to make an application.
- To process payments or charges
- To provide information to a supplier so they can provide you with your award.
- To carry out obligations arising from any contracts entered into by you and us
- To notify you of changes to our services
- To send you communications you have requested or that may be of interest.
- To signpost you to other available support services
- To make a direct referral (with your consent) to another service or organisation that may be able to help you

We may use the following for research and statistical purposes

- Anonymised and pseudonymised data may be used for research & statistical purposes if it is relevant and compatible with the purpose that the data was collected for.
- Anonymised case studies may be used to help inform service delivery.
- Case studies, with your consent, may be shared with us.
- Inclusivity information to ensure that we are delivering services to all sections of our community, and to inform and design service provision.
- If we publish any inclusivity information, we will only publish anonymised responses, parts of responses, or a summarised version of responses and will ensure that individuals can't be identified.

Who has access to your information?

We may share your information with the following third parties for the reasons detailed:

- Department for Work and Pensions to administer benefits, detect/prevent fraud.
- HMRC to detect / prevent fraud.
- Council's Benefits Service to prevent / detect fraud.
- Council's Benefits Service if we think you should have applied to them.
- Council's Revenues Service if you have asked for help to pay your Council Tax.
- Payment service providers, including the Council's Finance Team and PayPoint.
- Council's Housing Options Team, to evidence support preventing homelessness.
- Your support worker, so that they can help you with your application.
- Any other disclosure required by law including any other bodies responsible for detecting or preventing fraud or auditing or administering public funds
- Internal services (e.g. social work teams) to give you safeguarding support.
- Relevant Appeal Tribunals if you ask for a Judicial Review
- Limited information with companies providing award items on our behalf, such as food banks, furniture schemes, energy companies or flooring providers. This information will normally be restricted to information such as your name, address and contact details, and the items you need. In the case of food banks, it may also be the number of people in your household, and whether it includes any children.
- Third Sector Partners/Charitable Organisations, where they are already providing you with support or may be able to provide you with support and where we have your permission to do so
- Landlords, to verify tenancy, rent details and rent arrears if you've given consent.
- Appointees/Power of Attorneys if they are acting on your behalf.
- Statutory agencies, such as the Police, National Fraud Authority – We may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks.

We won't sell or rent your information to third parties.

We won't share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. (We can refuse to delete information if we have a lawful reason to keep it).

Portability – you can ask us to transfer your personal data to different services or to you in some circumstances.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation regarding how long we keep your data.

- Incoming calls will/may be recorded and will kept for 7 years (6 years plus current).
- We'll ask for your permission before recording outbound calls to you.
- We'll keep your application details and evidence on our operating system 7 years (6 years plus current). This will include information you provide to us on our online form.

What security precautions are in place to protect the loss, misuse or alteration of your information?

- We're strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption.
- We've put in place physical, electronic, and managerial procedures to safeguard the information you give us.
- We can't guarantee the security of any information you send to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

- We want to ensure any information we hold is accurate.
- Help us do this by telling us quickly if the information we hold for you changes.

Details of any automated decision processes

- Not applicable.

If you are aged under 13

- Please get your parent/guardian's permission before giving us your personal information.

Cookies & IP addresses

What are Cookies and why are they used?

- Cookies are small text files which identify your computer to our servers. They are used to improve the user experience.
- View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
Shropshire Council,
Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

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

By phone: 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk