

## **Welfare Support Team - Privacy Notice**

This should be read in conjunction with the Council's general Privacy Notice:  
[Shropshire Council's privacy notice | Shropshire Council](#)

This Notice provides additional detail relating to the processing of Personal Data in relation to provision of Welfare Support.

### **What types of information do we collect from you?**

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

For training and quality purposes and for the purposes of supporting your application, your incoming calls will/may be recorded and will be retained for 7 years (6 years plus current). If we record an outbound call to you, we will agree that we have your consent before we do this.

We also collect inclusivity information (if you choose to provide it), to ensure that we are delivering services to all sections of our community.

### **Details of information obtained from third parties:**

The following details are obtained from the following third parties with your consent.

- Landlords
- Department for Work and Pensions (DWP)
- Council's Benefits Service in respect of your Housing Benefit, Council Tax Support and Discretionary Housing Payment (DHP) awards
- Council's Revenues Service in respect of any help you request towards making Council Tax payments
- Council's Housing Options Team
- Social work teams, if relevant
- The Pensions Service
- Support workers working
- Suppliers who provide you with the support you have 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:

- Welfare Reform Act 2012
- Housing Act 1996
- Homelessness Reduction Act 2017 Information may be used:
- To assess your entitlement where you have applied for an award from the Local

### Support and Prevention Fund

- To assess your entitlement to any other discretionary local welfare provision funds
- To assess your entitlement to an award from the Council's Homeless Prevention Fund
- To process payments or charges
- Where you have applied for an award from one of our Local Welfare Provision funding schemes, to provide information to our suppliers so they can provide you with your award
- To carry out our obligations arising from any contracts entered into by you and us
- To notify you of changes to our services
- To send you communications that you have requested and that may be of interest

### Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Any information you provide for inclusivity purposes will be used by Shropshire Council's Welfare Support Team to inform and design service provision. If we publish any information using this data, we will only publish anonymised responses, parts of responses, or a summarised version of responses and will ensure that individual respondents cannot 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 for administration of benefits and detection and prevention of fraud
- HMRC for the detection and prevention of fraud
- National Anti-Fraud Network (NAFN) for the detection and prevention of fraud
- With the Council's Benefits Service if we think you should have applied for assistance from another fund
- The Council's Revenues Service, where you have requested help with Council Tax payments
- With the Council's Benefits Service for the prevention and detection of fraud
- The Council's Housing Options Team, to provide them with information where support has assisted with homeless prevention in accordance with the Housing Act 1996 as amended by the Homelessness Reduction Act 2017
- Your support worker, where you have one, so that they can assist 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, such as social work teams in order to provide you with appropriate safeguarding support
- Relevant Appeal Tribunals if you ask for a Judicial Review
- Payment Service Providers, including the Council's internal Finance Team

- 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 your tenancy, rent details and establish any rent arrears where we have your permission to do so
- Appointees/Power of Attorneys who 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 will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.**

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

Please refer to the main notice for this information.

### **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 in regards to how long we keep your data.

Currently this is 7 years (6 years plus current)

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

We are 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 have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit 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. You can help us by promptly informing us of any changes to the information we hold about you.

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

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### **Complaints and concerns about the handling of your personal information:**

Please refer to the main notice for this detail.

**This Notice was last updated on: 8 September 2025**