**North West Leicestershire District Council**

**[Revenues and Benefits Service Area]**

**Privacy Notice**

This notice explains the information that we collect from you, what we do with it, and who it might be shared with.

Where we refer to “the Council”, “we” or “us” we mean North West Leicestershire District Council – the Data Controller

Where we refer to “you” or ”your” we mean you as the individual(s) providing us with your data – the Data Subject.

**What is personal information?**

Personal information can be anything that identifies and relates to a living person. It can include details such as names, addresses and date of birth amongst other things.

**What lawful basis do we have to collect your data?**

Under Article 6(1)(e) of the GDPR, we are permitted to use data for our tasks.

**What information do we collect from you?**

When you fill out information given to the Council, we will collect

* full names to include forename and title
* company names
* trading names
* owners names and address
* address of property
* forwarding address
* periods of occupation
* email address
* telephone number
* Landlord details for housing benefit, rented and leased properties
* supporting evidence to support reliefs, discounts, exemptions, housing benefit and council tax support applications and changes made to them
* Bank account details for direct debit payments and supporting evidence for housing benefit and council tax support claim maintenance
* Details of payments made
* Details of payments received

**Why do we collect this information?**

We collect this data in order to be able to administer the following areas

* Council Tax administration and enforcement
* Non Domestic Rates administration and enforcement
* Housing Benefit awards to include overpayment recovery
* Council Tax Support awards to include adjustment

**Who might we share this information with?**

The Council will not share any of the information that it holds about you with any third party, unless you have given your written consent, or if otherwise this is permitted by law.

If you make payment by debit or credit card, the information will be processed by banking services providers in accordance with the Payment Card Industry’s Data Security Standards.

[The Council has a formal contract with its data processor which helps the Council provide [named] services.]

Your information may also be shared with other departments within the Council to housing and electoral registration.

**Where will my information be sent?**

As required by law, all information will be kept within the European Economic Area.

**What do we do with yo****ur information?**

The information that you have provided will be held by the Council and will only be accessed by authorised Council employees.

**Will your details be used for Council Marketing or Promotions?**

We may separately ask you for your permission to provide you with information about other Council services and, if you agree, how you would like to receive that information. You do not have to give your permission to receive these details, and it is not a condition of revenues and benefits service that you agree.

**What about automated decision making?**

As part of your [whatever the data is needed for (e.g. application)] [automated decision may be made. This is done by [give details] for the purpose of [give details].] **OR** [no automated decisions will be made.]

**How long do we keep hold of your information?**

The Council will keep hold of your information for seven years (six years plus the current year) this is to meet financial regulations of the Council.

**Can I withdraw my consent/ask for my data to be removed?**

You can ask at any time for your data to be removed by writing to the Data Protection Officer at the address below. Your data can also be ‘anonymised’. This means that your data will be turned into a form which does not identify you as an individual. It may not always be possible to remove or anonymise data (for example a current tenant’s data), but we will let you know should you request either of these.

**How can I access the information you hold about me?**

By making a Subject Access Request and going onto the Council’s website at https://www.nwleics.gov.uk/pages/how\_to\_make\_a\_subject\_access\_request or writing to the Data Protection Officer, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, Leicestershire, LE67 3FJ. A fee of £10 is payable if a request is made before 25 May 2018.

**How can I contact the Data Protection Officer?**

Email: dpo@nwleicestershire.gov.uk

Telephone: 01530 454763

In writing: Data Protection Officer, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, Leicestershire, LE67 3FJ.

**If I am unhappy with how my data is being handled what can I do?**

The first thing to do is to contact the Data Protection Officer on the details above to see if they can help to resolve your problem.

You also have the right to lodge a complaint with a supervisory authority. More information on this can be found on the Information Commissioner’s Office Website (https://ico.org.uk).