

Privacy Notice for Council Tax Energy Rebate

Purpose for processing your information

To enable the Local Authority to determine entitlement to and award Council Tax Energy Rebates to eligible applicants under both the mandatory and discretionary scheme and for associated monitoring and evaluation purposes.

We collect the following information:

Details about you and possibly people in your household. The information needed may include:

Name
Property address
Date of birth
National Insurance Number
Benefits received
Capital including bank/building society accounts
Information about your energy fuel liability
Information about your Council Tax including but not limited to your valuation band, account reference number and liability details
Bank details
Contact details including any contact address, telephone number and email

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information

Information could be collected from:

You or your nominated representative including but not limited to solicitors, financial representatives, and any power of attorney, appointee or agent
Department for Work and Pensions (DWP)
Her Majesty's Revenues and Customs (HMRC)
Other Council Services including Council Tax and Benefits
Other local authorities

Information will be collected using different methods including by phone, letter, email, face-to-face, online forms, electronic transfer of information from central government departments mainly DWP and HMRC

Who the information is shared with

The information may be shared with the following:

You or your nominated representative,
Council staff employed to administer Council Tax Energy Relief Payments
Department of Health and Social Care (DHSC)/NHS
Department for Work and Pensions (DWP)
Her Majesty's Revenues and Customs (HMRC)
Other Government Departments including but not limited to the Department for Levelling Up, Housing and Communities for research and evaluation and monitoring purposes

Cabinet Office Spotlight Counter Fraud checks

An external company who are paid to administer Council Tax Energy Relief Payments on behalf of the local authority

External companies who deliver services to enable your application for a Council Tax Energy Relief Payment to be processed

Capita Business Services who supply an online claim form service which includes a bank validation check

TransUnion who perform a validation check for bank account details submitted for the purposes of the Council Tax Energy Rebate payment. Their privacy notice can be accessed at <https://www.transunion.co.uk/legal/privacy-centre?#pc-bureau>

Other Council Services including Benefits and Council Tax

External auditors

Other local authorities

The information you give us will be verified and subject to periodic review.

Information will usually only be shared to enable quick and accurate assessment of your application for a Council Tax Energy Relief Payment. If we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How long do we keep your information?

We will only keep your information for as long as is permitted by law and to provide you with the necessary services. For further details you can submit a request via the Request for Information page.

We may also anonymise some personal data you provide to us to ensure that you cannot be identified and use this data to allow the Council to effectively target and plan the provision of services.

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The UK General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [request](#) page.

If you have any concerns

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

Automated Decision Making

Automated decision making is used solely for the purposes of determining the payment method that may be applied for awarding any eligible energy relief payment.

You can request this decision is reviewed by the officer handling your application.

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details that may affect your Council Tax Energy Relief entitlement, so we can maintain an accurate and up to date record of your information.