Privacy Notice for Household Support Fund 3 application based scheme

Purpose for processing your information

To quickly and accurately assess your application for an award from the Household Support Fund 3

We collect the following information:

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

Name
Address
Date of birth
National Insurance Number
Information about what benefits you receive
Information about any Cost of Living payments you may have received
Information about any energy fuel you are liable for
Bank account details
Contact details including 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
Department for Work and Pensions (DWP)
Other Council services
Other local authorities

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

Who the information is shared with

The information may be shared with the following:

You
Council staff employed to administer Household Support Fund payments
Department for Work and Pensions (DWP)
An external company who are paid to administer Household Support Fund on behalf of the local authority
External companies who deliver services to enable your application for a Household Support Fund Payment to be processed, for example by supplying an online claim form service
Other Council Services
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 Household Support Fund 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 either in the Household Support Fund scheme or for wider benefit and fraud investigations, or if there is a risk of serious harm or threat to life.

How long do we keep your information?

Your information will be held for up to 6 years after your application for a Household Support Fund Payment was closed

Your rights and access to your information

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

The new 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

Please contact us if you would like to know more about the information we hold about you and how we use it www.harrow.gov.uk/benefitsenquiryform

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.