

Mansfield District Council

Housing Benefit and Council Tax Reduction

Privacy Notice

This privacy notice explains how the Benefits service collects, uses and protects any personal information that you give to us.

This privacy notice should be read alongside our main [Privacy Notice](#).

What information do we collect?

We maintain databases to ensure the efficient and effective assessment and payment of:

- Housing Benefit
- Council Tax Reduction
- Discretionary Housing Payments.

The information collected in order to assess the above may include the following:

- name, address, date of birth, National Insurance Number of those in your household
- earned income of those in your household
- benefits and allowances of those in your household
- bank accounts, savings, investments and property ownership of those in your household
- rent paid, landlord details of those in your household
- immigration details of those in your household

Why we need your information and how we use it

The Department for Work and Pensions provides the data about you and that is required for the calculation of your Housing Benefit and/or Council Tax Reduction claim, an application for a Discretionary Housing Payment award as required by the [Social Security Administration Act 1992](#) and the [Welfare Reform Act 2012](#).

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- Mansfield District Council use the data in order to administer Housing Benefit under the [The Housing Benefit Regulations 2006](#) and other associated regulations.
- Mansfield District Council use the data in order to administer a Discretionary Housing Payment under the [The Discretionary Financial Assistance Regulations 2001](#).
- Mansfield District Council use the data in order to administer our Council Tax Reduction scheme under S13A and Schedule 1a of the [Local Government Finance Act 1992](#) and associated regulations.
- Mansfield District Council use the data in order to notify you of your council tax liability.
- Mansfield District Council has a duty to protect public funds, and may use your personal data where there is a lawful basis for processing the same.

Who we will share your information with

Statutory Duties

Mansfield District Council has a number of statutory duties including duties to disclose information to the Department for Work and Pensions and HM Revenues and Customs. In addition, the council is required by law to engage with the National Fraud Initiative (NFI) and as such Housing Benefit and Council Tax Reduction data may be provided to the Cabinet Office for NFI purposes for the prevention and detection of fraud.

Mansfield District Council will also use the information for the purpose of performing any of our statutory enforcement duties. Where information is shared to a third party the Council will ensure that it is done so in compliance with the Data Protection Act 2018 and UK GDPR.

Other parties

If your Housing Benefit is paid direct to a landlord, we will contact them with your consent to give details about payment dates and amounts to them. This consent can be withdrawn at any time.

We may also share your data with third parties contracted by Mansfield District Council who provide services directly related to the processing of Housing Benefit and Council Tax Reduction such as providers of IT software and services under specific contracts.

Mansfield District Council's Revenues and Benefits Department will only share your data with other departments within the council or externally where there is a legal basis to do so.

Lawful basis for processing

Under data protection law, UK GDPR Article 6(1), we have a number of lawful bases that allow us to collect and process personal information. In this case, the lawful basis for processing your data is "public task" pursuant to Article 6(1)(e).

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Mansfield District Council may share information as permitted under the [Welfare Reform Act 2012](#) and [The Social Security \(Information-sharing in relation to Welfare Services etc.\) Regulations 2012](#).

We will also share information, where permitted by [The Social Security \(Information-sharing in relation to Welfare Services etc.\) \(Amendment\) Regulations 2015](#) relating to universal credit or welfare services with citizens advice bureaux, credit unions, social landlords and relevant registered charities to allow those bodies to use that information to provide advice and assistance.

How long we keep your information

We retain your information for six years in line with the Council's main Privacy Notice unless an exemption applies.

Data processing

All officers have the correct level of training and access to view and process this data and are required to undertake specific data protection legislation training.

Your rights

As defined in the data protection law, UK GDPR Article(s) 12-23, you have a number of rights including the following:

- **The right of access** to the data held about you and ask for a copy of the same
- **The right to be informed** about the collection and use of your personal data. This is outlined above.
- **The right to erasure.**
- **The right to object** to us processing your personal data. If you do so, we will delete all the personal data we hold in relation to you where possible.
- **Right to restriction of use of your personal data**

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- **The right to rectification.** If the information held is in any way incorrect, you can contact the data controller and request that the information be rectified.
- **Right to ask for an automated decision to be reconsidered by a human**

In certain circumstances exemptions to these rights may apply. Further information is available on the [Information Commissioner's Office website](#). Please refer to the council's main Privacy Notice in relation to your further rights under the UK GDPR and details relating to the same.

Who can access your data?

Council Tax data is used for the purposes of collecting Council Tax, or where another legal right to access the information exists (e.g. for the detection or prevention of crime). We may also use certain non-personal data (e.g. addresses) for the provision of other services. This will be done in accordance with our main Privacy Notice and the law.

Further information

If you consider that your personal data has been misused or mishandled by us, you can raise this with the data controller. In this instance, the data controller is the Data Protection Officer who can be contacted on (01623) 463463 or dpo@mansfield.gov.uk.

If you remain dissatisfied you can make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, WILMSLOW, SK9 5AF, or 0303 123 1113, or casework@ico.org.uk.

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

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