

Privacy notice – Revenues, Benefits and Exchequer Services

Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at data.protection@derby.gov.uk

How do we collect information from you?

We collect information from you when you fill in any forms using our customer portal or on our website www.derby.gov.uk; also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

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 by law.

How is your information used?

We may use your information to: bill, administer and collect Council Tax; bill, administer and collect Business Rates; bill, administer and collect Business Improvement District (BID) levies; process and pay Housing Benefit, second adult rebate for pensioners, Council Tax Support, Discretionary Housing Payments and Council Tax Hardship; bill, administer and collect Housing Benefit overpayments; process applications for free school meals; bill, administer and collect Sundry Debts; process financial assessments relating to Home Care Charging and Residential Care Charging; investigate and prosecute Fraud; send you communications; ask agencies, government departments or other public bodies to give us information they have about you; check information you have provided, or information about you that someone else has provided, with other information we hold; get information about you from certain third parties, or give information to them to check the accuracy of information, prevent or detect fraud or protect public funds including by conducting data matching exercises. This is to help us meet our statutory and non-statutory duties; administer work accurately and efficiently; assess any contribution to means-tested payments or grants provided by the Council; bill, administer and collect debt; contribute to intelligence gathering to assess impacts of changes to identify need; check the information you have given us to make sure we are handling your data correctly, and for other purposes allowed by law; and prevent fraud and the misuse of public funds.

Research and statistics



Anonymised and pseudonymised data may be used for research and 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.

Who has access to your information?

We may share your information with:

- Other Council Directorates, Derby Homes, elected members and schools in Derby.
- External organisations such as: Government departments and organisations, other local authorities; Courts and Tribunals; the Rent Office; the Valuation Office Agency; the Police; the National Asylum Support Service (NASS); the National Anti-Fraud network (NAFN); the National Fraud Initiative (NFI); software providers; contracted service providers and IT companies used for technical support; social housing landlords (for Housing Benefit claimants in social housing); banks; building societies; external auditors; enforcement agents; debt advice agencies; your doctor / medical professional (if you are claiming a discount for severe mental impairment); your employer; any relevant third parties as required to help prevent fraud, including private sector companies as allowed by law.
- Relevant individuals such as benefits claimants, landlords and agents.

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?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to challenge automatic decisions - you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection Act legislation.

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.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://www.derby.gov.uk/site-info/about-cookies/>.

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance

The Council House,
Corporation Street,
Derby, DE1 2FS

By phone: 01332 640763

By email: data.protection@derby.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk.

