

# Privacy notice – Welfare Reform Team

## Who we are?

Derby City Council is the local government 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](mailto:data.protection@derby.gov.uk).

The Welfare Reform Team is based at The Council House. You can contact the Welfare Reform Team on 01332 643790 or by email at [Welfare.Reform@derby.gov.uk](mailto:Welfare.Reform@derby.gov.uk)

The Welfare Reform Team processes the Local Assistance element of the Council's Single Discretionary Award Scheme. The Council Tax Hardship and Discretionary Housing Payment elements are processed by the Benefits Service. Please see the privacy notice relating to the Benefits Service if you have applied for Council Tax Hardship or Discretionary Housing Payment.

The Welfare Reform Team will review all applications and contact some customers to offer more intensive support. Those customers being contacted will be invited to an appointment where their needs will be assessed and referrals to internal and external agencies will be discussed. At this point, our staff will seek explicit consent from you, in writing, to share your information with those agencies most suited to your need. To find out which customers and groups we contact in relation to more intensive support please see the Single Discretionary Award Scheme Policy. You can find an up to date copy of our policy and guidance on our website here (hyper link <https://www.derby.gov.uk/advice-and-benefits/benefits/the-single-discretionary-award-scheme/>)

## How do we collect information about you?

We collect and store information provided in any format as part of an application to the Single Discretionary Award Scheme. We will also collect personal information from you if you are allocated to a support caseworker. We collect information from you when you visit [www.derby.gov.uk](http://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 in law.



## How is your information used?

In accordance with the Care Act 2014 and fulfilment of the Councils public tasks, the Welfare Reform team will assess your needs and liaise with you about the services available in an effort to promote your social and economic well-being. We will also use your information to fulfil our legal obligations under the Social Security Administration Act 1992, the Welfare Reform Act 2012 and the Equality Act 2010.

Depending on the service you have requested or been allocated, we may use your information to:

- Process and make decisions relating to Discretionary Housing Payment, Council Tax Hardship Payment and Local Assistance Payments.
- Make a decision relating to the allocation of a support caseworker where you meet the criteria for potential further support as set out in our policy and guidance. You can find an up to date copy of our policy and guidance on our website here (hyper link <https://www.derby.gov.uk/advice-and-benefits/benefits/the-single-discretionary-award-scheme/>)
- Refer you to one of our partner agencies for specialist support
- Assess any risk to your wellbeing in line with our safeguarding duties.
- Arrange any necessary urgent support you may need to keep you or your children safe
- Prevent or detect fraud or protect public funds
- Check the information that you have provided in your application form
- Fulfil our legal obligations under the Social Security Administration Act 1992, the Welfare Reform Act 2012, the Equality Act 2010 and fulfil our public task in line with the public interest as set out in Recital 45, Article 6(1)(e) of the General Data Protection Regulation (EU) 2016/679.

## 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?

The information you provide may be shared with other professionals who may or may not be involved with you for similar purposes. This can include professionals such as your GP, Children's Social Services, Adult Social Care, mental health services, advice agencies and so on. This will only be done with prior consultation and consent or where we have a legal obligation or duty to promote your well-being or the well-being of another. A list of advice agencies that we may refer you to can be found at



<https://www.derby.gov.uk/media/derbycitycouncil/contentassets/documents/adviceandbenefits/Partnership%20and%20Trust%20Fund%20List.docx>

The information you provide may be shared with other departments in the Council such as Derby Advice to make sure that you are receiving the right amount and kind of benefit. The information you provide may also be shared with other departments in the Council for the purpose of preventing and detecting fraud, the misuse of public funds or for any legal or statutory requirements.

We may share your information with emergency services so that they can gain emergency access and provide emergency assistance if necessary.

We may share your information with HM Revenues and Customs and the Department for Work and Pensions to help us to check that you are receiving the correct benefit, assess any application for financial assistance and to help detect and prevent fraud.

The information you provide may be shared anonymously with authorised third parties to help evaluate our services or for research purposes to better understand the impact of services.

We may share information in accordance with the National Fraud Initiative. For more information please refer to <https://www.gov.uk/government/collections/national-fraud-initiative> and <https://www.derby.gov.uk/council-and-democracy/data-protection/nfi/>.

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.

### **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 [www.derby.gov.uk](http://www.derby.gov.uk). We comply with the Data Protection Act 2018.



## **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.

### **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**

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](mailto: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](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

