

PRIVACY NOTICE FOR THE WELFARE GRANT SCHEME

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

Your Information

This Privacy Information relates to the personal information we have collected from your Welfare Grant application, which we have received from you either via your telephone call or from your online application.

South Gloucestershire Council is the data controller for the Welfare Grant Scheme and we have a legal obligation to comply with the Welfare Reform Act 2012 and process your application and relevant personal information. We will not be able to assess any entitlement without the personal data you consent to provide us with.

You should be aware that the information we have obtained from you in relation to the above service includes special category data about your personal circumstances. Where relevant this includes:

- Name
- Address
- Date of birth
- Gender
- National Insurance Number
- Information regarding where you found out about the scheme
- Evidence of your identity
- Evidence of your residency in South Gloucestershire or your connection to the area
- Evidence of the circumstances that have led you to make a claim under the Welfare Grant Scheme
- Information regarding what you are applying for and the circumstances that have arisen which have led you to make a claim under the Welfare Grant Scheme
- Information regarding your income, including employment, benefits and pensions
- Information regarding your expenses including any rent you may pay
- Information regarding your savings and investments, including bank accounts, shares and trusts
- Information regarding any debts you may have incurred and which remain outstanding
- Details about where you live and your landlord (where relevant)
- Details regarding members of your household and their relationship to you

- Information regarding whether you or your partner are pregnant
- Details regarding any care home, prison or other institutions that you are leaving or have recently left
- Details about your nationality and immigration status
- Details about your health (where relevant)
- Phone Number/Email Address – (where provided by you)

Please note: Where relevant the above information may also be collected for other members of your household or from any third party who applies on your behalf. We will also establish that the third party is legally representing you by establishing your consent or a valid power of attorney.

How we'll use your information

We'll use your information to work out whether or not you are entitled to an award under the Welfare Grant Scheme.

Who we can share your information with

Your information will initially be administered by the Council's Welfare Team. However we do share your information with other organisations. When you make your claim for a Welfare Grant, you give your consent for us to make enquiries to any relevant organisation in order to assess your entitlement.

In particular we may access data made available to us by the Department for Work and Pensions regarding any benefits that are being, are due to be, or were previously paid to you.

We may also access data held by us in connection with any Housing Benefit claim you have made and/or your Council Tax Record.

We may need to share your information with partner organisations including;

Northgate Public Services for the purpose of processing Welfare Grant applications.

We may also use your information to contact you about other benefit schemes that might support your needs.

How long we'll keep your information

We keep all records relating to the Welfare Grant Scheme for as long as you have an active and ongoing application with us. Even if your application is closed (because you have been refused an award or because you have collected or cancelled any items awarded to you),

we will keep your records for the current financial year and for the six financial years following the year that your claim is closed.

Transferring your information overseas

Your information is not transferred and stored in countries outside the European Economic Area (EEA) or the UK for the provision of this service.

Your rights

You have the right to access the personal information we hold about you. Any access requests are free of charge.

If the information we hold about you is inaccurate, you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to ask us to erase your personal data in certain circumstances ('right to be forgotten').

You have the right to ask us to stop or restrict the processing of your personal data, in certain circumstances. Where possible, we will seek to comply with your request, but we may need to hold or process information to comply with a legal requirement

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DPO@southglos.gov.uk or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.