

Privacy Notice

The Data Controller of the personal information being collected and processed is **Dumfries and Galloway Council**. This privacy notice will inform you why we collect your personal data, how long we will keep your data, the intended processing of your data and any other information which will make the processing of your data fair, lawful and transparent. Should the Council intend to process your data for another reason which is not specified in this notice or for statutory functions; the Council will contact you to provide information.

Dumfries and Galloway Council Contact Details:

Address: Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD
 Email: contact@dumgal.gov.uk
 Telephone: 0303 333 3000

Data Protection Officer's Contact Details:

Address: Data Protection Officer, Dumfries and Galloway Council, Council Headquarters, English Street, DG1 2DD
 Email: dataprotection@dumgal.gov.uk
 Telephone: 01387 260315

Why are we collecting your data?

We need to collect your personal information in order to:

- Provide you with dedicated personal budgeting support,
- Get all the financial help that you are entitled too
- To aid you in sustaining your Tenancy and preventing homelessness.

What personal information are we collecting from you?

The Council need to collect from you:

- Name
- Address
- Gender
- Ethnicity
- Date of Birth
- Phone number – home & mobile
- National Insurance Number
- Disability and Health details
- Names and dates of birth for household members resident with you
- Circumstances of the Household
- Details of present and or previous Landlords and or their agents.
- Financial details
- Benefit entitlement details
- Employers
- Support Providers

What is the legal basis for collecting your data?

- Wherever the Council processes personal data, we need to make sure we have a legal basis for doing so in data protection law. The Council understands our legal basis for processing personal data in relation to your application as Article 6(1)(e) of the General Data Protection Regulation. This information is required to assess your financial position; to help you manage a weekly/monthly budget and claim everything you are entitled too.
- In delivering our service, the Council may process special category personal data. The Council understands our legal basis for doing so as Article 9(2)(g) of the General Data Protection Regulation. This is because we consider that it is in the

substantial public interest to fulfil our obligations when reporting to the Scottish Government.

If the data we collect is a statutory, contractual requirement or necessary to enter a contract, if you do not provide your personal details the following may happen:

- Should you not provide personal details we will be unable to verify your circumstances and unable to offer advice/assistance in managing your financial affairs and help you claim everything you may be entitled to.

What will we do with your information?

- Provide you with money management advice.
- Determine whether there is any additional entitlements that you can claim from the Department for Work and Pensions, Dumfries and Galloway Council or HMRC and complete any appropriate forms.
- Sign post you to third sector Agencies and Providers for financial support.

We may also share your information (if required) with;

- Revenues and Benefits Services to ensure that you are getting the correct entitlement to Housing Benefit and charged the correct amount of Council Tax.
- The Department of Work and Pensions regarding any ongoing benefit claim relating to you or your household.
- Social work to ensure that you can access any services appropriate to you.
- Landlord and or their agent in relation to rent arrears and if any financial help is available to you.
- Housing Options and Homeless Dept and Housing Support Providers to aid you in sustaining your Tenancy.

How long will your data be stored in the Council?

- Your information will remain on our system while we assist you and for a period of 6 years after that.

How will we secure your data?

- To keep your data secure, your data will be held on a password-protected network; with access restricted to staff that have a business need to access your data.

Your Individual Rights

You have the right to:

- Be informed
- Withdraw your consent at any time where the legal basis is consent by contacting the Data Protection Officer using the contact details above.
- Request access to your personal data
- Data Portability (this is to move your data where the legal basis is consent or performance of a contract)
- Request your data to be corrected
- Object to the processing of your data
- Request your data to be forgotten (deleted) where the legal basis is consent
- Object to processing of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

Your responsibilities

- To contact the data controller (Dumfries and Galloway Council) to update your information if it changes.

Should you wish to lodge a complaint, provided are the details of the supervisory authority; the Information Commissioner's Office (ICO):
Address: Information Commissioner's Officer, Wycliffe House, Water Lane. Wilmslow, Cheshire
Telephone: 0303 123 1113