



Date Created: 15/06/2021
Date Published: 06/07/2021
Version Number: 1.00

Service Area:	Social Services and Housing
Work Area:	Income Maximisation
Contact Details:	01443 866534 tenancysupportoffice@caerphilly.gov.uk
Privacy Notice Name:	Income Maximisation Team
Description of Privacy Notice:	This privacy notice will explain what data Caerphilly County Borough Council's Income Maximisation team will gather, and how they will use it.

How we will use your information

Source and type of information being processed

Categories of personal data obtained

If you have been referred to the Income Maximisation team, they would receive the following information about you:

- Name
- Postal address
- Telephone number
- Benefits
- Household circumstances
- National insurance numbers
- Household circumstances
- Any disabilities as defined in the Equality Act 2010
- Capital and savings information

As part of the income maximisation process the team will also collect financial information from you.

Source of the personal data

This information has been shared with the Income Maximisation team by:

- Another CCBC service area if you have agreed to the referral (e.g. Housing benefits or Caerphilly Cares)
- You or a member of your family

Purpose and legal basis for using your information

Purpose of processing

The role of the Income Maximisation team is to identify where individuals are not claiming all the benefits they are entitled to, and to assist them in claiming those benefits.

We collect your personal information for the following purpose(s):

- To advise on benefit entitlement
- To assist in the completion of benefit applications
- To assist in challenging decisions made by the statutory benefit authorities
- To act on the clients behalf e.g. at a tribunal case
- To deliver the welfare benefits service

Legal basis for processing

There is a public task obligation to process your information detailed below:

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

(1)(e) - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Data Protection legislation provides extra protection for certain classes of information called 'special category personal data', which includes information about your physical or mental health. If any information falls within the definition of special category personal data then an additional condition from Article 9 of the Regulations must be identified, as outlined below:

(2)(g) - processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

The above condition also needs an additional condition from the Data Protection Act 2018, Schedule 2

- 6
- (1) This condition is met if the processing—
 - (a) is necessary for a purpose listed in sub-paragraph (2), and
 - (b) is necessary for reasons of substantial public interest.
 - (2) Those purposes are—
 - (a) the exercise of a function conferred on a person by an enactment or rule of law;
 - (b) the exercise of a function of the Crown, a Minister of the Crown or a government department.

The enactments or rules of law relevant to above condition is set out in:

Well-being of Future Generations (Wales) Act 2015
Prevention of Homelessness Housing (Wales) Act 2014

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Details of main users of your information

The Income Maximisation team

Details of any sharing of your information within Caerphilly County Borough Council

With your agreement, you may be referred to another service, based on your needs. Services that you may be referred to include:

- Caerphilly Cares team
- Caerphilly council housing rents team
- Benefits team
- IAA (Social Services)
- Supporting People
- Employment Support programmes

Details of any sharing of your information with other organisations

Your information may be shared to services operated by others including community service, which may include but is not limited to:

- Citizens Advice Bureau
- Caerphilly Parent Network
- Trussell Trust Foodbanks and other related projects
- Primary Care Services – including GPs

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice. We will retain information for a period of 6 years

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

The Income Maximisation team will collect your data to advise on benefit entitlement, to assist in the completion of benefit applications, to assist in challenging decisions made by the statutory benefit authorities, to act on the clients behalf (e.g. at a tribunal case) and to deliver the welfare benefits service. Our legal basis for collecting this data is public task, and we will retain information for a period of 6 years.

To provide this service we may, with your agreement, refer you to another service, based on your needs such as the Caerphilly Cares team, the Benefits team, IAA (Social Services) etc. Additionally we may share your data with others outside of the CCBC including the Citizens Advice Bureau, the Caerphilly Parent Network, Primary Care Services (including GPs) etc.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)