

Cost of Living Payments Privacy Notice

This privacy notice covers how Bridgend County Borough Council (as a Data Controller) will collect, use and share your personal data for the purposes of Revenue Services processing the Cost of Living Payment.

Why we need your information (purpose of processing)

We collect and use your personal information so that we can check and assess eligibility for the Cost of Living Payment.

The information that you provide will be processed according to the UK General Data Protection Regulation, the Data Protection Act 2018 and the Welsh Government Guidance - <https://gov.wales/written-statement-cost-living-support-package>

Your data will be cross-checked with our Council Tax and Council Tax Reduction records, housing, CIFAS and Spotlight to verify the bank details you have given us.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud/crime or auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost-effective way. In order to achieve this, information will be shared with our Audit Service within Bridgend County Borough Council and with The Auditor General for Wales (Audit Wales Privacy Notice).

We will not make any disclosures to third parties for marketing purposes.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to provide you with our service.

What personal data is being collected?

The categories of personal data being collected are:

- Name and address
- Email address
- Council tax account number
- Tenancy Agreement
- Details of your bank account

What is our lawful basis for processing your personal data?

The UK General Data Protection Regulations (GDPR) requires specific conditions to be met to ensure that the processing of your personal data is lawful. These relevant conditions are below:

Article 6 (1)(e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

Who will we share your information with?

We may need to share your personal data with internal departments, other organisations and third parties, this will include:

- Welsh Government who we are administrating the scheme on behalf of
- Our internal Creditors Section to enable the processing of the payment
- Spotlight who we will be using to verify your banking details
- Revenue Services for the purposes of verifying entitlement using information held on your council tax account and your application for council tax reduction.
- Bridgend County Borough Council has a duty to protect the public funds it manages. Therefore, the information that you have provided to us may be used for the prevention and detection of fraud and for auditing purposes both internally and externally.

The personal information we have collected from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found by visiting <https://www.cifas.org.uk/fpn>

How long do we keep hold of your information?

Bridgend County Borough Council will only keep your information for as long as is necessary, we will retain the information provided to us for 6 years + current financial year and your information will be securely disposed of once it is no longer required.

Your Rights

Under the UK General Data Protection Regulation and Data Protection Act 2018, you have rights as an individual including:

- The right to Rectification – you have the right to ask to have your information corrected.
- The right to Restrict processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to Object – this is not an absolute right and will depend on the reason for processing your personal information.
- The right to Erasure - you may request that we erase your personal data however, this may delay or prevent us delivering a service, or continuing to deliver a service. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to not be subject to Automated decision making and profiling.
- The right of Access – you have the right to ask us for copies of your personal data.

To make a request, please contact:

Access to Records

Bridgend County Borough Council

Civic Offices

Angel Street

Bridgend

CF31 4WB

Email: foi@bridgend.gov.uk

Complaints or Queries

Bridgend County Borough Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Data Protection Officer

Bridgend County Borough Council

Civic Offices

Angel Street

Bridgend

CF31 4WB

Email: foi@bridgend.gov.uk

Telephone: 01656 643565

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office — Wales

2nd Floor

Churchill House

Churchill Way

Cardiff

CF10 2HH

Telephone: 02920 678400 Fax: 02920 678399

Email: wales@ico.org.uk

Website: <https://ico.org.uk/>