

## Privacy notice for Revenues and Benefits

Borough Council of King's Lynn and West Norfolk ("The Council") takes the safety of your personal information very seriously and will only ever process your information in accordance with the law, this includes the General Data Protection Regulations and any other relevant legislation.

You have a right to know how the Council processes your personal information and the purpose of that processing. Personal information is any information that can be collected via a paper or online form, by telephone, email, CCTV or by a member of council staff.

In relation to the Revenues and Benefits Department, your personal information will be processed in accordance with the following:

### **The reasons we use your data**

The Council may process your data for any of the following purposes:

1. **Service delivery**
2. **Service improvement**
3. **Statutory requirements i.e. reporting to government**
4. **Collection of statutory debts including Council Tax, Business Rates and the BID Levy**
5. **Assessment and payment of government grants and financial assistance**
6. **Prevention and detection of crime**
7. **Prevention and detection of fraud and error**
8. **Debt recovery**
9. **Payment and administration of benefits**
10. **Financial transactions**
11. **Regulatory and enforcement functions**
12. **Equality Monitoring**

### **Why we are allowed to use your data**

Under General Data Protection Regulation (UK GDPR), the following categories of lawfulness apply:

- Article 6(c) Processing is necessary for compliance with a legal obligation
- Article 6(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.

On limited occasions we may come into possession of **special category data**. To process this data, Article 9 of the GDPR will apply:

- Article 9 (2)(b) Social Security: processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement.

The legal basis for processing your personal information is based on the following statutory duties from various UK laws, including:



1. **The Welfare Reform Act 2012**
2. **The Localism Act 2011**
3. **The Local Government Finance Act 1988, 1992, 2012**
4. **The Local Government Act 1972**
5. **The Council Tax (Administration & Enforcement) Regulations 1992**
6. **The Non-Domestic Rating (Collection & Enforcement) (Local Lists) Regulations 1989**
7. **Housing Benefit Regulations 2006**
8. **The Equality Act 2010**
9. **Social Security Administration Act 1992**
10. **The Fraud Act 2006**

### **Who we can share your data with**

In some circumstances, and in accordance with UK law, it will be necessary to share your information with other departments of the Council or with external third parties, these are:

1. **The Police**
2. **The Courts**
3. **Immigration Services**
4. **Internal Council Departments**
5. **Contractors providing revenues and benefits services**
6. **Contractors providing IT Services**
7. **Organisations providing data matching and fraud detection services**
8. **Other Local Councils**
9. **Government agencies / departments i.e. HMRC, DWP, ONS**
10. **Enforcement Agents**

Where necessary these organisations may, under contracts or similar agreements, use third party organisations to process the data we have provided to them. These third-party organisations will not be able to use the data for any other purpose and must meet the requirements of data protection legislation and government's security standards.

### **Accessing the information we hold about you**

You have the right to ask for all the information we have about you. This is called a Subject Access Request (SAR). Find out more and make an application online [here](#) .

You have the following rights regarding your personal data which is processed under the lawful basis of your consent:

- you have the right of access (to receive a copy) of your personal data
- you have the right to rectify your data if it is incorrect or incomplete
- you have the right to object to the processing your personal data where you have an objection on "grounds relating to your particular situation."
- you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected.



If you wish to see more information about the way in which the Council uses your data, you can access our [Corporate Privacy Policy](#) and our [Data Protection Policy](#).

You can also find out more on the [ICO website](#).

### **How long we keep information about you**

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it.

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

See our corporate [retention policy and schedules](#) to see how long we keep records for different services.

For the Revenues and Benefits service, records relating to the assessment and payment of benefit and support claims, discretionary payments, and records relating to the billing, collection and recovery of Council Tax, Non Domestic Rates and Business Improvement District Levy will be retained for up to 7 years.

### **Changes to this privacy notice**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial changes. We will also notify you in other ways from time to time about the processing of your personal data.

### **When your data gets sent abroad**

Not applicable.

### **Automated decision-making**

Not applicable.

### **More information**

See our corporate data protection policy at [https://www.west-norfolk.gov.uk/info/20006/council\\_and\\_democracy/326/data\\_protection](https://www.west-norfolk.gov.uk/info/20006/council_and_democracy/326/data_protection) for more information on your rights and for ICO contact details.

If you have a concern about how we are using your information, we would ask you to contact us in the first instance at [data.protection@west-norfolk.gov.uk](mailto:data.protection@west-norfolk.gov.uk) or by post to:

Data Protection Officer  
Borough Council of King's Lynn & West Norfolk  
King's Court  
Chapel Street  
King's Lynn

August 2024

Borough Council of  
**King's Lynn &  
West Norfolk**



Norfolk  
PE30 1EX

Tel: 01553 616200

E-Mail: [data.protection@west-norfolk.gov.uk](mailto:data.protection@west-norfolk.gov.uk)

In the event that you do not receive the response you require, you can contact the Information Commissioner at:

Information Commissioner's Office (ICO)

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
KS9 5AF

Website: [Information Commissioner's Office](https://ico.org.uk)