

Housing Benefit and Council Tax Reduction Privacy Notice

The City of Edinburgh Council requires your personal information in the administration of Housing Benefit and Council Tax Reduction.

The personal information we hold about you may be collected on a paper or online form, by telephone, email, by a member of our staff, or one of our partners. This information will be the basis of decisions made by staff members and may also be subject to automated decision-making. When we collect and process your personal information, we are committed to the principles set out in data protection legislation.

If you provide details of anyone else in your household, please make sure that you have told them that you have shared their information with us. We may need to use this information, along with information provided by external organisations noted below, to assess your own entitlement to Housing Benefit and Council Tax Reduction. We will use this information to validate the information that you have provided. We will also use this information to contact those people where necessary.

Data protection principles

- We only collect information that we need
- We keep your personal information secure
- We don't keep your information for longer than we need to
- We tell you why we need your information and what we will do with it
- We collect accurate information and, where necessary, keep it up to date
- We don't use your information for a different reason than the one we have told you about.
- The exception to this is if we have to do so by law e.g. to prevent and detect crime.

Processing personal information allows us to provide our services and fulfil our legal responsibilities. Without this information, we would be unable to undertake the administrative duties within this service, resulting in an impact to public funds and vital Council services.

We may/will share your information with the following third-party organisations so that we can deliver our services in line with Government Regulations.

- Scottish Government
- Department For Works and Pensions
- NEC Software Solutions
- Experian
- Civica Public Services
- Govtech
- Scott & Company, Sheriff Officers
- Social Security Scotland
- Walker Love, Sheriff Officers

We will not keep your information for any longer than it is needed and will dispose of both paper and electronic records in a secure way. The length of time we need to keep information will depend on the purpose for which it is collected. The Council has a Record Retention Schedule which sets out how long we keep records and the reason why.

Data Protection incident

If you are concerned about what we do with your data, or think something has gone wrong, for example if you have received correspondence from the Council which is not addressed to you, contact the Council's Data Protection Officer to report a data protection incident.

Complaints and comments

If you wish to make a complaint or comment about how we have processed your personal information, you can do so by writing to the [Council's Data Protection Officer](#) . If you are still unhappy with how the council have handled your complaint, you may contact -

UK Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 08456 30 60 60 | Website: www.ico.org.uk (external link)

For further information about how the Council manages personal data, and your rights to relation to information held about you, please visit [Privacy and data protection - The City of Edinburgh Council](#)