

Council Tax Reduction, Housing Benefits and Discretionary Housing Payment

Why we need your information

The City of Edinburgh Council administer Housing Benefit on behalf of the Department for Work and Pensions. We administer the Council Tax Reduction and the Discretionary Housing Payment Scheme on behalf of the Scottish Government.

We need your information to make assessments of your entitlement to the above schemes.

Why you have to provide your information

If you do not provide us with your personal information, we will be unable to complete assessments to your entitlement to the above schemes. This may have an impact on your wellbeing and living standards.

How we collect information about you.

The information collected is for you, your partner if you have one and may also include other people in your household.

The personal information we hold about you may be collected on paper or online form, by telephone, email, by a member of our staff, or one of our partners.

The information we may hold includes:

- Full name. This may also include a record of changes to your name if the change occurred while resident in Edinburgh.
- Date of Birth
- National Insurance Number
- Address
- Contact details such as telephone number or email. This may include details of a third party you have nominated to act on your behalf.
- Awards of State Benefits awarded by the Department for Work and Pensions or HMRC
- Awards of Scottish Government Benefits
- Earned Income, name of employer, average number of hours worked (this may be sourced directly from HMRC)
- Self-Employed Income
- Private Pensions or Superannuation

- Student Loans and Bursaries
- Charitable and Voluntary payments
- Capital held, including capital that is disregarded for a fixed period of time or which is disregarded indefinitely. This includes details of bank accounts such as sort-codes and account numbers.

We also need to process information about people living with you. This includes their income, allowances, savings and investments. You should advise those people that their personal data will be processed by the Council for the purpose set out in this notice.

How we manage your information

The Council uses several systems to manage your personal data in these activities. These are:

Civica	Civica provide our document management software. Your information, correspondence and copies of any documents you provide us are stored here. Any information submitted to us in a paper form is scanned and stored here. After being scanned, papers will either be returned to the customer or securely disposed of. Documents are only retained for as long as they are required in line with our document retention policy.
NEC	NEC provide our award processing software. Details of the calculations of your award and payments are found here. Your assessments and payments are only retained for as long as they are required in line with our document retention policy.
Govtech	Govtech provide our online forms. Copies of any online application forms are passed to us and stored on our Civica document management system. Govtech store copies of the forms for a maximum of 3 months to before deleting them.

Outlook	<p>Outlook provides account profile and access to email. All email communication is encrypted.</p> <p>We do not retain any personally identifiable information over Outlook.</p> <p>Email messages relating to cases are stored on Civica.</p>
Teams	<p>Teams provides a storage and collaboration space for a group of specified users. All communication is encrypted. We do not share any personally identifiable information over teams.</p>

Access to these systems are restricted and access by a user is monitored and recorded.

Who your information is shared with

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
- HMRC
- Social Security Scotland
- NEC Software Solutions
- Experian
- Civica Public Services
- Govtech
- Scott & Company, Sheriff Officers
- Walker Love, Sheriff Officers

How long we keep your information for

We will not keep your personal information for any longer than is necessary, and will dispose of your records in a secure way. In relation to this activity, we hold your personal data for six years, in line with the [Council's Record Retention Schedule](#). In some instances we may hold your information for longer periods e.g. When your claim remains active beyond the retention period.

Your rights

You have certain rights under data protection law about how the Council handles and uses your personal data. For example, you have the right to ask us for a copy of any personal data we hold about you. Further information on your rights can be found on the [Council's website](#).

If you have any concerns about how we process your personal data, you can make a complaint to the Council's Data Protection Officer at: dataprotection.officer@edinburgh.gov.uk

For general information on how we process your personal data, please contact the Council's Information Governance Unit at: information.compliance@edinburgh.gov.uk

You can also contact the [UK Information Commissioner's Office](#) for independent advice. They are the body which is responsible for making sure organisations process personal data lawfully and appropriately.

The legal basis for processing your information

The City of Edinburgh Council is the Data Controller for any information we hold about you. Under data protection law, wherever the Council processes personal data, we need to make sure that we have a legal basis for doing so. In relation to this activity, we are processing your personal data as part of our public task. In line with:

The Social Security Act 1992 (section 122)

The Welfare Reform Act 2012 (section 131)

The Social Security (Scotland) Act 2018

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