



Assessments Privacy Notice

Who will control my data

The Data Controller for all the information you provide is Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY.

How we will use the information about you

We will use the information you provide to the Assessment team to process your claim for Housing Benefit, Council Tax Support and Discretionary Awards.

We have a statutory duty to administer housing benefit and council tax support in accordance with the Social Security Contributions and Benefits Act 1982, as amended.

Failure to provide information in support of an application for housing benefit, council tax support or discretionary awards may result in loss of entitlement. Overpayments resulting from failure to provide information will be recovered and we may take action against you. This could include going to court, a fine or a formal warning called a caution. Some claim assessments are automated and may be subject to automated review based on income updates received from the Department for Work and Pensions. All assessments carry the same rights to a manual review of the decision (including an explanation of that decision). A review is always carried out by an employee of Cornwall Council. More information is given in the section titled Your Rights.

How we will store the information about you

Your data will be held within Cornwall Council's secure network and premises and will not be processed outside of the UK. Access to your information will only be made available to the assessment team, other authorised members of Cornwall Council's staff or authorised staff of companies contracted by Cornwall Council to carry out processing on our behalf. Where your information is shared with other Council statutory services or organisations responsible for auditing or administering public funds, as detailed overleaf, there are contracts which require them to keep personal information safe and which prohibits them from doing anything with your personal data other than following our instructions.

How long we keep your information

We will only keep your information for as long as it is required following the retention period that is set in law relevant to the processing we are undertaking for you. Once your information is no longer required, it will be destroyed securely and confidentially.

Your rights

Your personal information belongs to you and you have the right to:

- Be informed of how we will process it
- Request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- Have it amended if it's incorrect or incomplete
- Have it deleted (where we do not have a legal requirement to retain it)

If you think any of the information we hold about you is incorrect or incomplete please contact: Assessments, PO Box 676, Truro, TR1 9EQ; Tel: 0300 1234 121; or online at: www.cornwall.gov.uk/benefitscontact

If you would like access to any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer, Cornwall Council, County Hall, Truro, TR1 3AY.
Tel: 0300 1234 100. Email: dpo@cornwall.gov.uk

If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioners Office telephone number 0303 123 1113;
<https://ico.org.uk/concerns/>

Who else we will share your information with

We will not use your information for any other purpose or give it to anyone else unless we are allowed to do so by law. We have a duty to protect public funds so we may need to use the information held about you for the prevention and detection of fraud which would require us to share it with other Council statutory services or organisations responsible for auditing or administering public funds. Your consent is not required to share your information with the departments/organisations detailed here. Please note that the following list contains all areas where your data is currently shared, but this may be updated over time. Any additional data sharing would only be where there is a legal requirement to do so. If you would like more information about this, or an up to date list of teams that your data is shared with, please visit our website www.cornwall.gov.uk/yourdata.

Who we share your data with	What the data is used for	Reason that the data is shared
Advice Agencies	We will share information to enable agencies to work with you to help you improve your financial situation.	Your information is shared as a condition of receiving a discretionary award.
Cornwall Housing Limited (CHL)	We will share information with CHL who manage the Councils housing stock.	Your information is shared to enable the collection of Cornwall Councils rent.
Debt Management Agents	We will share information with debt management agents to proceed with the collection of overpayments.	Your information is shared in accordance with The Housing Benefit Regulations 2006 and The Social Security (Overpayments and Recovery) Regulations 2013.
Government Departments e.g. Her Majesty's Revenues & Customs/Department for Work and Pensions/Valuation Office Agency/Cabinet Office/HMRC	For example, we participate in the National Fraud Initiative, a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data for matching.	For example, data matching exercises are carried out in accordance with Part 6 of the Local Audit and Accountability Act 2014 and the Digital Economy Act 2017. For further information on data matching with the National Fraud Initiative visit www.cornwall.gov.uk/nfi .
Gov.uk Notify (Cabinet Office)	We will only share mobile telephone numbers if prior consent has been given by the customer, to enable text messages to be sent through Notify as data processor	Your information is shared in accordance with the Data Protection Act 2018
Cornwall Council Adults Charging Assessment Team	We will share information about individuals moving in and out of hospital or residential care to enable accurate financial assessments in respect of residential or domiciliary care.	Your information is shared in accordance with the Welfare Reform Act 2012 and the Social Security Regulations 2012.
Cornwall Council Electoral Registration	We will share information to assist in the administration of the Electoral Register.	Your information is shared in accordance the Representation of the People Act 1983, as amended.
Cornwall Council Private Sector Housing	We will share information to assist with Private Sector Housing grant applications.	Your information is shared in accordance with the Housing Act 2004.