



Revenues and Benefits Privacy Notice

The Council's Revenues and Benefits service collects and holds information about you, and those in your household, to administer Council Tax, Business Rates, Housing Benefit, Local Council Tax Support, Discretionary Housing Payments, COVID Grant Schemes and Sundry Debts.

If you have any concerns about how your personal data is being handled, these can be raised with the Council's Data Protection Officer by emailing info@copeland.gov.uk or by calling 01946 598300.

Lawful basis for Processing your Personal Information

The Council uses your personal information to fulfil its legal obligation under the following legislation:

- Local Government Finance Act 1988
- Local Government Finance Act 1992
- The Council Tax and Non-Domestic Rating (Demand Notices) Regulations 2012
- Council Tax (Administration and Enforcement) Regulations 1992
- Housing Benefit Regulations 2006
- The Social Security Administration Act 1992
- Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012
- Copeland Borough Council's Council Tax Reduction Scheme,
- Welfare Reform Act 2012
- Localism Act 2011
- Discretionary Housing Payment Scheme

What information do we hold about you?

- Your name, address and date of birth and contact details
- National Insurance Number
- Financial information
- Details of your household make up
- Information required to support your application for a reduction in Council Tax, Business Rates and/or assessment of Local Council Tax Support or Housing Benefit
- Medical information only when required to support specific Council Tax exemptions and reductions, and Housing Benefit
- Reason why you have contacted us

Who do we share your information with?



We may sometimes share the information that we have collected about you where it is necessary, lawful and fair to do so. We may also share your personal information when we feel there's a good reason that's more important than protecting your privacy, for example, if the reason relates to crime, fraud or there is a safeguarding concern.

Those we share your information with:

- Other Council services
- Other public sector agencies such as the Department for work and Pensions, HM Revenue and Customs, Valuation Office Agency, Office of National Statistics, Department for Levelling up Housing and Communities and third-party credit reference agencies for trace and debt recovery purposes
- Bodies working to prevent fraud and support national initiatives
- Other local authorities

How long do we keep your information?

We will keep the information for as long as it is required by us or other bodies in order to comply with our statutory requirements and carry out our public task. In most cases this will be a minimum of seven years.

Your rights about your data

You have the right to request access to information about you that we hold. To make a request for your personal information, contact the Data Protection Officer above.

You also have the right to:

- change information you think is inaccurate
- ask to us delete information
- ask to limit what we use your personal data for
- ask for the use of your data to be restricted
- ask to have your information moved to another provider (data portability)
- You also have the right to object to automated processing, including profiling

If you have a concern regarding how we are collecting or using your personal data, please contact the Council's Data Protection Officer above. Alternatively, you can contact the Information Commissioners Office <https://ico.org.uk>

Further information and the Council's corporate privacy notice can be accessed here:

<https://www.cumberland.gov.uk/your-council/data-protection-and-privacy>

<https://www.copeland.gov.uk/attachments/privacy-notice>