

**North Norfolk District Council**  
**Departmental Privacy Notices**



**NORTH  
NORFOLK  
DISTRICT  
COUNCIL**

**Index**

<b>Electoral Registration Service.....</b>	<b>3</b>
<b>Accounting and Finance .....</b>	<b>5</b>
<b>Housing Options (including Homelessness) .....</b>	<b>7</b>
<b>Housing Adaptations .....</b>	<b>11</b>
<b>Human Resources.....</b>	<b>13</b>
<b>Information Technology (IT).....</b>	<b>16</b>
<b>Legal Services (Eastlaw) .....</b>	<b>18</b>
<b>Environmental Services .....</b>	<b>20</b>
<b>Planning Services.....</b>	<b>22</b>
<b>Democratic Services.....</b>	<b>24</b>
<b>Housing Benefit, Council Tax Support, Discretionary Housing Payment and Financial Inclusion.....</b>	<b>26</b>
<b>Council Tax .....</b>	<b>29</b>
<b>Non Domestic (Business) Rates .....</b>	<b>31</b>

## North Norfolk District Council

### Privacy Policy

#### **Electoral Registration Service**

North Norfolk District Council (“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 data and the purpose of that processing.

In relation to the Electoral Registration Service, your data and personal information will be processed in accordance with the following:

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

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

1. **To maintain the electoral register**
2. **To run elections**
3. **Equality monitoring**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Local Government Act 1972, 2000**
2. **The Representation of the People Act 1983**
3. **The Equality Act 2010**
4. **The Immigration Act 2016**

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

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

1. **The electoral register can be accessed and inspected by any member of the public**
2. **An edited version of the electoral register can be sold to third parties**
3. **Elected Members (Councillors) and MPs**
4. **Political Parties**
5. **The Police and other crime enforcement agencies**
6. **Contractors providing IT services**

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

Not applicable

#### **When Computers make any automated decisions about you**

Not applicable

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

## North Norfolk District Council

### Privacy Policy

#### **Accounting and Finance**

North Norfolk District Council ("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 data and the purpose of that processing.

In relation to the Accounting and Finance Department, your data and personal information will be processed in accordance with the following:

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

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

1. **Statutory requirements such as reporting to central Government**
2. **Collection of Council Tax and Rates**
3. **Regulatory, licensing and enforcement functions**
4. **Collection of Debt**
5. **Collection of overpaid benefits**
6. **Prevention and detection of crime such as fraud**
7. **Payroll transactions**
8. **Traded services**
9. **Collection of charges made for services provided**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Local Government Finance Act 1988, 1992**
2. **The Localism Act 2011**
3. **The Equality Act 2010**

In some circumstances, the Council may also have an obligation to process your data under the terms of a contract with a third party, particularly where the Council is trading services.

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

In some circumstances, 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. **Other Local Authorities**
3. **Judicial entities such as the Court**
4. **Government departments such as HMRC or the DWP**

5. **Elected members (Councillors) and MPs**
6. **Contractors providing IT services**
7. **Bailiffs and investigative agents**

**When your data gets sent abroad**

Not applicable

**When Computers make any automated decisions about you**

Not applicable

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

### **Housing Options (including Homelessness)**

#### **North Norfolk District Council**

#### **Privacy Policy**

North Norfolk District Council (“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 data and the purpose of that processing.

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

#### **Privacy notice for Housing Options (including Homelessness)**

##### **What we do**

This privacy notice is provided for clarification on what information the council needs in order to enable the council to process your application to join the housing register, provide you with a housing advice service, to help to prevent your homelessness or to provide you with services in relation to our legal housing/homelessness duties, including accessing housing related support services. Support services could include emergency or temporary accommodation, private rented, supported housing, financial support or any other housing type or related support service.

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

It is necessary for the council to gather, collect, store and process personal information relating to your application to join the housing register, or your request to provide you with housing advice and homelessness services. The council puts measures in place to protect the privacy of individuals throughout this process.

We collect and process your personal information to provide these services to you. This may include:

- Assessing your housing eligibility and needs and agreeing the advice or support you need
- Assessing, maintaining and updating your Homelessness application or application to join the housing register
- Referring you to housing related support services
- Compiling reports to assess demand for housing services
- Investigating any worries or complaints about the services
- Understanding and projecting the need and demand for services, commissioning new services or altering current provision where necessary
- Statutory requirements i.e. reporting to Government
- Licensing, enforcement and regulatory functions
- Financial transactions
- Prevention and detection of Crime
- Equality Monitoring

##### **Information we may collect**

We hold names and dates of birth, photographic ID and information about your previous housing

circumstances to assess housing applications and help prevent fraud.

We hold contact details for you so we can communicate with you.

We record information about your needs and requirements to ensure our services are accessible; that we take account of any support needs in our dealings with you; and to improve our communications with you.

We keep financial records about the amount of money you have paid us, any amounts outstanding and action taken to recover money you owe.

Generally, the information we hold will have been provided by you (on application or enquiry forms or when we communicate with you), but we may also hold information provided by third parties where this is relevant to your housing circumstances (e.g. from social workers and health professionals, doctors and occupational therapists).

We will also collect special category personal data and criminal offence data including gender, ethnicity, religion or other beliefs, sexual orientation and health data etc.

We are not permitted to collect information we do not need or will not use. This document covers information you have provided direct to the Council and information which has been shared with us by other organisations.

### **Why we are allowed to use your personal information**

The Council has a legal obligation to use your data to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. The Housing Act 1988, 1996, 2002, 2004 (as amended)
2. The Homelessness Reduction Act 2017
3. The Landlord and Tenant Act 1987
4. The Localism Act 2011
5. The Protection from Eviction Act 1977
6. The Equality Act 2010
7. The Domestic Abuse Act 2021

Under the General Data Protection Regulations (GDPR) the legal basis for processing is:

- Article 6(1)(a) – you, or your legal representative, have given consent
- Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the Council is subject
- Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority.
- Article 9(2)(g) as supplemented by DPA 2018 section 10(3) and Schedule 1, part 1, paragraphs 6(1) and (2)(a) - processing is necessary for reasons of substantial public interest
- Article 10 as supplemented by DPA 2018 section 10 (5) and Schedule 1, Part 2, paragraphs 6 (1) and (2) (a) - processing is necessary for reasons of substantial public interest.

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

If we need to talk to other people and organisations regarding your information in the course of conducting our enquiries and assisting with your housing we will obtain your consent. This will be given

as part of the declaration that is signed when you approach the council for housing advice.  
We will not be able to assess your circumstances and offer the correct advice if this is withheld.

The council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the purpose of preventing and detecting fraud. This includes participation in the cabinet offices National fraud Initiative.

We may share your information for the lawful purpose of the prevention and detection of crime under the Crime and Disorder Act 1998.

Below are examples of organisations who we may share your information with:

- Other departments of the Council
- Local Authorities including Social Care Services and organisations contracted to Local Authorities to deliver services on their behalf
- Supported accommodation providers
- Social Housing Providers
- Temporary Accommodation Providers
- Private Landlords
- Government departments such as MHCLG; HMRC; DWP, Homes Office and the Cabinet Office (as part of the National Fraud Initiative)
- Police
- Probation Services
- Prison Services
- Credit Reference Agencies
- NHS
- Charitable organisations i.e. Shelter, Food banks etc
- Contractors providing housing services (plumbers, maintenance men, gardeners etc.)
- Support agencies e.g., Rehabilitation Services, Specialist providers of domestic abuse services to support victims of domestic abuse and their families, including Refuges and Victim Support
- The Armed Forces
- Educational services
- Elected Members and MPs (When acting as your representative)

This list is not exhaustive as there are other circumstances where we may also be required to share information e.g. to meet our legal obligations. We will use all information held by us for the purposes of law enforcement, regulation and licensing, criminal prosecutions and court proceedings.

### **How long we may keep your personal information**

Your information is stored electronically on:

- secure encrypted laptops
- secure housing and homelessness systems
- shared drives for which access is restricted to the team for which the data is necessary

Data will not be kept for longer than is necessary and is kept in line with the council's retention and disposal schedule. We will dispose your information by securely destroying any data we hold.

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

Not applicable

## **When Computers make any automated decisions about you**

Not applicable

## **How you can access, update or correct your information**

The accuracy of your information is important to us to be able to provide relevant services more quickly. If you change your address or email address, or if any of your circumstances change or any of the other information we hold is inaccurate or out of date, please contact us.

The Data Protection law gives you the right to apply for a copy of information about yourself. This is called a 'Subject Access Request'.

Further information about your rights, how to contact the Data Protection Officer, how long information is held or how we process your personal information can be found here.

## North Norfolk District Council

### Privacy Policy

#### **Housing Adaptations**

North Norfolk District Council ("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 data and the purpose of that processing.

In relation to the Housing Adaptations Service, your data and personal information will be processed in accordance with the following:

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

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

- 1. Statutory requirements and regulatory functions**
- 2. Service Delivery**
- 3. Service improvement and planning**
- 4. Financial transactions**
- 5. Prevention and detection of Crime**
- 5. Equality Monitoring**
- 6. Research purposes including consultations**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

- 1. Housing Grants, Construction and Regeneration Act 1996**
- 2. The Care Act 2014**

In some instances, the Council may use your express consent as a means of processing your personal data. The Council will always ask for your permission before doing so when using your data in this way. An example of this is in the case of consultations.

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

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

- 1. Social Services Authority (Norfolk County Council)**
- 2. Health agencies**
- 3. Contractors**
- 4. Landlords/Registered providers**
- 5. Safeguarding Boards**
- 6. Government Departments such as HMRC, DWP, MHCLG etc.**
- 7. Judicial agencies**
- 8. Police**
- 9. Elected Members and MPs**

**When your data gets sent abroad**

Not applicable

**When Computers make any automated decisions about you**

Not applicable

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

## North Norfolk District Council

### Privacy Policy

#### **Human Resources**

North Norfolk District Council (“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 data and the purpose of that processing.

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

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

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

1. **Recruitment**
2. **Equality Monitoring**
3. **Service delivery**
4. **Service improvement and planning**
5. **Promoting Access to Work**
6. **Reporting to Government and other Statutory requirements**
7. **Financial Transactions including payroll**
8. **Research**
9. **Traded Services**
10. **Prevention and detection of crime**

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

The Council may process your data where it is necessary to comply with a legal obligation, to perform a contract or a public task. These obligations come from various UK laws including but not limited to:

1. **Health and Safety at Work, etc. Act 1974**
2. **The Employment Rights Act 1996**
3. **The National Minimum Wage Act 1998**
4. **The Employment Relations Act 1999**
5. **The Working Time Directive 1999**
6. **The Equality Act 2010**
7. **The Public Sector Equality Duty – Equality Act 2010**
8. **The Localism Act 2011**

In some circumstances, the Council may also have an obligation to process your data under the terms of a contract with a third party, particularly where the Council is trading services.

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

In some circumstances, 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. **Health Agencies i.e. occupational health providers**
3. **Pension Providers**
4. **Trade Unions**
5. **Judicial Agencies i.e. Courts**
6. **Other businesses / organisations (referencing)**
7. **Disclosure and Barring Service**
8. **Government Departments i.e. DWP, HMRC etc.**
9. **Immigration Services**
10. **Other Council departments**
11. **Employment agencies**
12. **Contractors providing IT services**

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

Not applicable

## **When Computers make any automated decisions about you**

Not applicable

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

## **Recruitment Statement**

By completing an application form and equalities monitoring form, you agree that we may collect, hold, process and use your information (including personal information) for the purpose of processing your application and administering any future NNDC employment and carrying out technical and statistical analysis anonymously to measure the performance of our services, recruitment success or for equal opportunities monitoring

Should you be successful in your application, the data on your application form will become part of your employment record and will be retained for the duration of your employment and for the required period thereafter to comply with legislative and policy requirements.

Should you be unsuccessful in your application, the data on your application form will be retained for a period of 6 months for audit purposes and/or to alert you of any subsequent vacancies to which you may be suited. Thereafter, only anonymous data will be retained for the purpose of anonymous data to comply with the requirements to publish data under the Equality Act and for the purpose of process improvement.

NNDC has appropriate physical, technical and administrative procedures in place to help protect your personal information from unauthorised access, use or disclosure.

If you wish to see more information about the way in which the Council uses your data and further details including your personal data rights, you can access our Corporate [privacy notice](#) and our [Data Protection Policy](#).

## North Norfolk District Council

### Privacy Policy

#### **Information Technology (IT)**

North Norfolk District Council ("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 data and the purpose of that processing.

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

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

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

1. **Management of Staff IT accounts**
2. **Archiving of records**
3. **Undertaking web analytics (such as cookies)**
4. **Managing threat analysis**
5. **Managing Business Continuity procedures**
6. **Equality Monitoring**
7. **Allocation of IT hardware and software such as tablets, laptops and mobile phones**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Localism Act 2011**
2. **The Equality Act 2010**

In some circumstances, the Council may also have an obligation to process your data under the terms of a contract with a third party, particularly in relation to staff records and data.

In some circumstances, the Council may also have a legitimate interest in processing your data, particularly in relation to web analytics.

In some instances, the Council may use your express consent as a means of processing your personal data. The Council will always ask for your permission before doing so. An example of this is in the case of cookies.

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

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

1. **IT Suppliers such as Microsoft and Google**
2. **HMRC**
3. **The Police**

**When your data gets sent abroad**

Not applicable

**When Computers make any automated decisions about you**

Not applicable

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

## North Norfolk District Council

### Privacy Policy

#### **Legal Services (Eastlaw)**

North Norfolk District Council ("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 data and the purpose of that processing.

In relation to Eastlaw, your data and personal information will be processed in accordance with the following:

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

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

1. **To answer Freedom of Information, Subject Access and Data Protection requests**
2. **To answer complaints**
3. **To manage legal cases**
4. **Equality Monitoring**
5. **To deal with Code of Conduct complaints**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Freedom of Information Act 2000**
2. **The Data Protection Act 1998**
3. **The General Data Protection Regulations 2016**
4. **The Localism Act 2011**
5. **The Equality Act 2010**

The following areas of Law / Common Law also give the Council the right to process your information, these include but are not limited to:

1. **Employment**
2. **Litigation**
3. **Commercial**
4. **Property / Conveyancing**
5. **Environmental**
6. **Planning**
7. **Local Government**
8. **Judicial Review**
9. **Parish Council**

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

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

1. **The Courts, judges Employment and other Tribunals**
2. **The Police and other crime enforcement agencies**
3. **Land Registry**
4. **Debt Collectors**
5. **Service agents**
6. **Expert Witnesses**
7. **Legal representatives of other parties**
8. **Other public authorities i.e. Government Departments (HMRC, DWP, Immigration)**
9. **Other departments of the Council**
10. **Elected Members and MPs**
11. **Contractors providing IT services**
12. **Independent Persons dealing with Code of Conduct complaints**

**When your data gets sent abroad**

Not applicable

**When Computers make any automated decisions about you**

Not applicable

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

## North Norfolk District Council

### Privacy Policy

#### **Environmental Services**

North Norfolk District Council ("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 data and the purpose of that processing.

In relation to the Environmental Services Department, your data and personal information will be processed in accordance with the following:

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

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

1. **Service delivery**
2. **Service improvement and planning**
3. **Statutory requirement i.e. waste management, reporting to Government agencies etc.**
4. **Regulatory, licensing and enforcement actions**
5. **Prevention and detection of crime**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Environmental Protection Act 1990**
2. **The Anti-Social Behaviour Act 2003**
3. **The Cremation Act 1902**
4. **Cremation (England & Wales) Regulations 2008**
5. **Local Authorities Cemeteries Order 1977**
6. **The Food Safety Act 1990**
7. **The Licensing Act 2006**
8. **The Localism Act 2011**
9. **The Removal and Disposal of Vehicles Regulations 1986**
10. **The Equality Act 2010**
11. **The Highways Act 1980**

In some circumstances, the Council may also have an obligation to process your data under the terms of a contract with a third party, particularly in relation to traded services.

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

In some circumstances, 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. **Youth Offending Services**
3. **Government Departments**
4. **Other Local Authorities**
5. **Fire & Rescue and Coastguard services**
6. **The Courts**
7. **Voluntary and charitable agencies / partners**
8. **Third Party Contractors**
9. **Elected Members & MPs**

**When your data gets sent abroad**

Not applicable

**When Computers make any automated decisions about you**

Not applicable

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

## North Norfolk District Council

### Privacy Policy

#### **Planning Services**

North Norfolk District Council ("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 data and the purpose of that processing.

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

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

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

1. **Service Delivery**
2. **Service Improvement**
3. **Statutory requirements i.e. reporting to Government departments**
4. **Regulatory, licensing and enforcement functions**
5. **Prevention and detection of crime**
6. **Research including consultations**
7. **Equality Monitoring**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Planning Act 2008**
2. **The Highways Act 1980**
3. **The Localism Act 2011**
4. **The Town & Country Planning Act 1990**
5. **The Housing and Planning Act 2016**
6. **The Environment Act 199**
7. **The Environmental Protection Act 1990**
8. **The Planning (Listed Buildings & Conservation Areas) Act 1990**
9. **The Equality Act 2010**
10. **The Planning and Compulsory Purchase Act 2004**

In some instances, the Council may use your express consent as a means of processing your personal data. The Council will always ask for your permission before doing so. An example of this is in the case of consultations.

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

In some circumstances, 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. **Other Local Authorities**
3. **The Courts**
4. **Elected Members & MPs**
5. **Funding Bodies**
6. **The Environment Agency**
7. **The General Public via public registers**

**When your data gets sent abroad**

Not applicable

**When Computers make any automated decisions about you**

Not applicable

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

## North Norfolk District Council

### Privacy Policy

#### **Democratic Services**

North Norfolk District Council (“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 data and the purpose of that processing.

In relation to the Democratic Services Department, your data and personal information will be processed in accordance with the following:

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

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

1. **Service delivery**
2. **Service improvement**
3. **Statutory requirements i.e. reporting to Government agencies**
4. **Member and Parish Council services**
5. **Invitation to civic events**
6. **Equality Monitoring**
7. **Responding to requests from members of the public**

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

The Council has a legal obligation to use your data in order to fulfil a public task. These obligations come from various UK laws including but not limited to:

1. **The Local Government Act 1972, 2000**
2. **The Localism Act 2011**
3. **The Equality Act 2010**

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

In some circumstances, 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. **Elected Members & MPs**
4. **Contractors providing IT Services**
5. **Other Local Councils**
6. **Government agencies / departments**

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

Not applicable

#### **When Computers make any automated decisions about you**

Not applicable

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

## North Norfolk District Council

### Privacy Policy

#### **For Housing Benefit, Council Tax Support, Discretionary Housing Payment and Financial Inclusion**

North Norfolk District Council (“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 data and the purpose of that processing.

#### **Categories of personal data**

The Council uses the following data to calculate your entitlement and may need some of the following information for any other people living in your household (you should advise them that their information will also be processed):

1. Full names, titles, address including postcode
2. Contact details such as telephone numbers and email addresses
3. Date of Birth
4. National Insurance Number
5. Income including earnings, self-employed accounts, benefits received and pensions
6. Expenditure i.e. child care costs
7. Capital including bank/building society accounts, stocks & shares, other property
8. Landlord name and address

#### **How we collect your information**

The council can collect information from the following (via telephone, letter, email, face-to-face, online forms, electronic notifications from central government departments mainly DWP, HMRC:

1. You
2. Department for Work and Pensions (DWP)
3. HM Revenue and Customs (HMRC)
4. Ministry of Housing Communities & Local Government (MHCLG)
5. Department for Levelling Up, Housing and Communities
6. Other Local Authorities, other Council Services
7. Third parties such as your employer or landlord which we will require consent to contact them.

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

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

1. Service Delivery
2. Service Improvement
3. Statutory requirements i.e. reporting to government
4. Prevention and detection of crime
5. Debt recovery
6. Payment and administration of benefits

7. Payment and administration of Discretionary Grants and Funds
8. Payment and administration under Local Welfare Provisions
9. Financial transactions
10. Regulatory and enforcement functions
11. Equality Monitoring
12. Software/system update testing using personal data

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

The Council has a legal obligation to use your data in order to fulfil a public task. We need the information you provide to carry out the duties under the following UK laws including but not limited to:

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. Housing Benefit Regulations 2006
6. The Equality Act 2010
7. Social Security Administration Act 1992
8. The Fraud Act 2006

### **Providing accurate information**

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services.

If any of your details change, please tell us as soon as possible so that we can update your records.

It is an offence to:

- give false statements
- withhold information
- fail to disclose changes in circumstances

We will not:

- make any decisions about you based on automated processing
- send your data abroad
- store your data abroad

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

To administer these services, we may be required to share your personal 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 benefit services
6. Contractors providing IT services
7. Other Local Councils
8. Government agencies / departments i.e. HMRC, DWP, MHCLG

9. Enforcement Agents
10. Credit reference agencies
11. National Fraud Initiative (NFI)

**Data retention**

The Council will hold your data for up to 6 years after you claim for one of the services was closed or for a period that relates to any auditing requirements placed on the council whichever is the longer.

**Your rights**

If you wish to see more information about the way in which the Council uses your data, you can access our Corporate Privacy Policy [Home | Privacy Notice \(north-norfolk.gov.uk\)](#) which includes contact detail if you have any questions.

North Norfolk District Council  
Privacy policy  
**Council Tax**

North Norfolk District Council (“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 data and the purpose of that processing. This privacy notice covers how we manage Council Tax, including:

- Billing
- Collection
- Recovery

**Categories of personal data**

The Council will process some or all of the following personal information:

1. Full names, titles, address including postcode
2. Contact details such as telephone numbers and email addresses
3. Move In and move out date, forwarding addresses
4. Details of family composition and dependants
5. Financial such as bank account details for payments and household income
6. Other relevant information needed to assess your situation to process applications for discounts or exemptions where appropriate
7. Where there is a dispute about Council Tax liability for your property, we may need to collect additional information such as details of your household circumstances
8. The personal data we process for discounts and /or exemptions may include sensitive or other special categories of personal data such as mental and physical health, medication/treatment received

**The reasons we use your data**

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

1. Service delivery
2. Service improvement
3. Statutory requirements i.e. reporting to government
4. Prevention and detection of crime
5. Debt recovery
6. Payment and administration of council tax
7. Financial transactions
8. Regulatory and enforcement functions
9. Protecting public funds

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

The Council has a legal obligation to use your data in order to fulfil a public task. We need the information you provide to carry out our duties under the following UK laws including but not limited to:

1. Local Government Finance Act 1992
2. The Council Tax (Administration and Enforcement) (Amendment) Regulations 1992
3. Local Audit and Accountability Act 2014 (requires us to share information with the Cabinet Office as part of the National Fraud Initiative)
4. Statistics and Registration Service Act 2007
5. Equality Act 2010

## 6. The Fraud Act 2006

### **Providing accurate information**

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services.

If any of your details change, please tell us as soon as possible so that we can update your records.

It is an offence to:

- give false statements
- withhold information
- fail to disclose changes in circumstances

We will not:

- make any decisions about you based on automated processing
- send your data abroad
- store your data abroad

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

To administer and enforce Council Tax collection, we may be required to share your personal information with other departments of the Council or with external third parties, these are:

1. other departments within the Council
2. other local authorities
3. government departments
4. public sector fraud authority – National Fraud Initiative
5. contractors providing revenues services
6. contractors providing IT services
7. the Police
8. the Valuation Office Agency
9. His Majesty's Revenues and Customs
10. Dept for Work and Pensions (DWP)
11. magistrate's courts
12. enforcement agencies
13. Office for National Statistics (ONS)

Where we need to disclose sensitive information such as medical details to a third party, we will do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

North Norfolk District Council is required by law to protect the public funds they administer. We may share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office. The Cabinet Office requires councils to participate in data matching exercises to assist in the prevention and detection of fraud.

### **Data retention**

We will only keep your data for as long as necessary.

### **Your rights**

If you wish to see more information about the way in which the Council uses your data, you can access our Corporate Privacy Policy [Home | Privacy Notice \(north-norfolk.gov.uk\)](#) which includes contact detail if you have any questions.

North Norfolk District Council  
Privacy policy  
**Non-Domestic (Business) Rates**

North Norfolk District Council (“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 data and the purpose of that processing. This privacy notice covers how we manage Business Rates, including:

- Billing
- Collection
- Recovery

### **Categories of personal data**

The Council will process some or all of the following personal information:

1. Full names, titles, address including postcode
2. Contact details such as telephone numbers and email addresses
3. Business names and registered office addresses
4. details of occupancy, lease or freehold interest in the property.
5. financial information such as bank account details for payments
6. information needed to process an application for rate relief

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

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

1. Service delivery
2. Service improvement
3. Regulatory and Enforcement functions
4. Payment and administration of Business Rates
5. Financial transactions

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

The Council has a legal obligation to use your data in order to fulfil a public task. We need the information you provide to carry out our duties under the following UK laws including but not limited to:

1. Local Government Finance Acts 1988 and 1992, 2012
2. Local Government Act 1972
3. Equality Act 2010
4. The Fraud Act 2006

### **Providing accurate information**

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver appropriate services.

If any of your details change, please tell us as soon as possible so that we can update your records.

It is an offence to:

- give false statements
- withhold information
- fail to disclose changes in circumstances

We will not:

- make any decisions about you based on automated processing
- send your data abroad
- store your data abroad

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

To administer and enforce Business Rates, we may be required to share your personal information with other departments of the Council or with external third parties, these are:

1. other departments within the Council
2. other local authorities
3. government departments
4. public sector fraud authority – National Fraud Initiative
5. contractors providing revenues services
6. contractors providing IT services
7. the Police
8. the Valuation Office Agency
9. Her Majesty's Revenues and Customs,
10. magistrate's courts
11. enforcement agencies

#### **Data retention**

We will only keep your data for as long as necessary.

#### **Your rights**

If you wish to see more information about the way in which the Council uses your data, you can access our Corporate Privacy Policy [Home | Privacy Notice \(north-norfolk.gov.uk\)](#) which includes contact detail if you have any questions.