



**Housing Benefit, Council Tax
Reduction, Free School Meals,
Blue Badge Applications and
Financial Assessments Privacy
Notice**

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This Privacy Notice was last updated in March 2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Housing benefit and Council Tax Reduction Policy Notice \(wigan.gov.uk\)](#)

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

1. INTRODUCTION

Our core data protection obligations and commitments are set out in the [Wigan Borough Council Primary Privacy Notice](#)

This notice provides additional privacy information for **Housing Benefit, Council Tax Reduction, Free School Meals, Blue Badge Applications and Financial Assessments.**

2. WHAT PERSONAL INFORMATION DO WE COLLECT

We collect information to carry out our activities and obligations. The information we may collect, store and use can include, but is not limited to the following:

- Name
- Title
- Address
- Telephone number
- Email address
- Make-up of the household, gender, relationships and dates of birth
- Bank account details
- Your landlord
- Employment and payroll as well as national insurance status information
- Home Office information including UK residency status
- Information regarding student status including place of education
- Financial information including welfare benefits, child benefit, childcare costs, and Her Majesty's Revenue and Customs information
- Proof to support your claim such as bank statements and payslips etc.
- IP address

We may also collect, store and use special categories of personal information. This may include, but is not limited to:

- Medical information including information regarding health conditions, hospital stays, long-term sickness and disability, carers and mobility allowances relevant to your claim.

3. HOW WE USE PERSONAL INFORMATION



The main purposes for processing your personal information are:

- To assess your application for Housing Benefit / Council Tax Reduction/ Blue Badge / Financial Assessment
- To allow us to pay any award directly into your bank account
- To enable us to re-assess and update your Housing Benefit / Council Tax Reduction / Blue Badge Application/ Financial Assessment claim where you have a change in circumstance relevant to your claim
- To allow us to put into place recovery procedures where you are overpaid Housing Benefit / Council Tax Reduction/ Financial Assessments
- To assess and maintain your application for Discretionary Housing Payments
- To assess and maintain your application for Free School Meals
- To apply the breathing space scheme protections (where applicable).

4. LEGAL BASIS FOR PROCESSING

The legal bases we rely on for processing personal information are:

- It is necessary for compliance with a legal or statutory obligation (including where the Council is required to comply with statutory enforcement duties)
- Consent

If we intend to use your information beyond legal obligations or to exercise specific rights, we will seek your consent to process your information and full guidance will be provided.

5. WHO DO WE SHARE PERSONAL INFORMATION WITH

In addition to the general reasons for information sharing described in the [Wigan Borough Council Primary Privacy Notice](#), we may share or check information with the following:

- Internal departments - Council Tax and Council Housing Rents,
- Adults Services, Children's Services, Environmental Services
- Police
- Department for Work and Pensions
- His Majesty's Revenue and Customs Service
- His Majesty's Court Service
- Registrars Service
- Environmental Services
- Registered Social and Private Landlords
- Schools and Colleges
- Employers
- Other local authorities.

Please note that this is not an exhaustive list.

We also collect, check or receive information from external bodies, such as:



- Your partner (if named on the claim/application form)
- The Department for Work and Pensions
- His Majesty's Revenue and Customs Service
- Wigan Council Housing Rents
- His Majesty's Court Service
- Registrars Service
- Schools and Colleges
- Registered Social and Private Landlords
- Police
- Other local authorities

Please note that this is not an exhaustive list.

We will also share your data with the Office for National Statistics (ONS) to help with the production of statistics related to the economy, population and society and to help with the Census. Details of the information we share and how it will be used can be viewed on the [Home - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

The Council is also now required to share information about you and your debts with your debt advisor or the Insolvency Service where you are registered with the breathing space scheme. For more information on the scheme, please visit [Debt Respite Scheme \(Breathing Space\) guidance for creditors - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/debt-respite-scheme-breathing-space)

We may share your name, address, contact details and payment amount with a designated third-party organisation to facilitate the encashment of support payments to you in respect of yourself and/or your family.

We will not disclose your personal information to third parties for marketing purposes.

6. HOW LONG DO WE KEEP PERSONAL INFORMATION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our Corporate Records Management Policy to fulfil legal, statutory and regulatory requirements.

7. AUTOMATED DECISIONS

All the decisions we make about you involve human intervention with the exception of some Automated Transfer to Local Authority Systems (ATLAS) data, where information regarding changes to your financial circumstances are received from the Department for Work and Pensions.

8. COOKIES

To find out how we use cookies, please see our [Cookies \(wigan.gov.uk\)](https://www.wigan.gov.uk/cookies)

9. YOUR RIGHTS

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found in the [Wigan Borough Council Primary Privacy Notice](#)