

# Privacy notice - Local Assistance Scheme, Discretionary Housing Payments and Section 17 children's payments

## What we use your information for

We use personal information in the administration of our Local Assistance scheme to deliver crisis loans and community care grants for people experiencing financial crisis.

It is also used to facilitate payments under Section 17 of the Children's Act on behalf of Children's and Young Peoples Services

## What information we hold and use

The types of information we hold and process includes -

- names, addresses and contact information
- biographical and family information
- dates of birth and national insurance number
- financial information and bank account details
- employer and employment data
- property/tenancy information
- landlord information
- health, welfare and safeguarding information
- appointees/representatives details

## Legal basis for processing your personal data

Information is processed in order to comply with our legal obligation and in the performance of a task we carry out in the public interest. Special category data relating to health and welfare is processed only where necessary for reasons of substantial public interest, on the basis of Union or Member State law or to meet our social care obligations.

Hull City Council's Local Assistance Scheme provides rules for administration of crisis loans and community care grants. Governing legislation for the administration of Section 17 payments is contained within the Children's Act 1989.

## How we collect information

Information is collected from -

- applicants and their appointees/representatives
- Children and Young Peoples Services and other departments
- the Department for Work and Pensions
- professionals at other organisations including -
  - landlords
  - GPs
  - health services
  - police

- welfare advisory services

It is collected using -

- forms (online application)
- letters
- email
- telephone contact
- from details held on computer systems

## Who we share information with

We do not make your personal information available to companies for marketing purposes. Information is shared with other Council Departments and external organisations where necessary to deliver public functions. It is shared where the law allows and in order to -

- maintain accuracy
- detect fraud
- protect public funds. For example -
  - landlords and welfare agencies signed up to the council's trusted referrer scheme
  - other local authorities
  - support services
  - Pay Point/All Pay

## Security and retention of your personal data

Personal data is stored within our secure computer network and offices that have controlled access. It is retained for as long as there is a business and legislative need for it, normally for the current year, plus 7 years following the end of service.

## What rights you have

You have –

- a 'Right of Access' to see the information we hold about you
- a 'Right to Rectification' where you believe information we hold about you is incorrect or incomplete
- a 'Right to Restrict processing'
- a 'Right to object' to processing where certain circumstances apply

To exercise these rights you need to contact us as detailed below. For rectification, restriction or objection you need to provide the reasons for your request. Your personal information is not processed for individual automated decision making, or used for profiling of individuals for marketing purposes.

## Questions, complaints and comments

More details about how we use personal information can be found on our website. Information security breaches should be reported to us either by telephone on 01482 300 300 or email at [information@hullcc.gov.uk](mailto:information@hullcc.gov.uk)

Enquiries about how your personal data is processed can be directed to the Local Assistance team -

FREEPOST RSJC-KKBE-ABXZ  
Local Assistance Team  
Hull City Council  
PO Box 15  
Hull  
Hull City Council

As a public authority we are required to have a Data Protection Officer. You may contact them for more information or with any concerns about how your personal information is being used –

Hull City Council  
Data Protection Officer  
Room 11  
The Guildhall  
HULL  
HU1 2AA

[information@hullcc.gov.uk](mailto:information@hullcc.gov.uk)

If you are not happy with the outcome of a complaint you have the right to complain to the regulator -

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number