

Benefits Privacy Notice

Who we are:

Benefits
Clyde House
Reform Road
Maidenhead.

David Dennis
Benefits Team Leader
01628 79036

Lawful basis for processing the information:

Main Primary legislation (Acts)

- The Social Security Contributions and Benefits Act 1992
- The Social Security Administration Act 1992
- The Child Support, Pensions and Social Security Act 2000
- The Welfare Reform Act 2007
- The Welfare Reform Act 2012
- The Welfare Reform Act 2016

Main Secondary Legislation (Regulations and Orders)

- The Housing Benefit Regulations 2006
- The Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- The Housing Benefit and Council Tax Benefit (Consequential Provisions Regulations 2006)
- The Rent Officers (Housing Benefit Functions) Order
- The Housing Benefit and Council Tax Benefit (Decisions and Appeals) Regulations
- The Discretionary Financial Assistance Regulations
- The Universal Credit (Transitional Provisions) Regulations 2014
- The Council Tax Reductions Schemes (Prescribed Requirements) (England) Regulations 2012

How we collect information:

Information is provided by the customer either by post, in person or electronically. We may also have personal data provided to us by landlords, the Department for Work and Pensions (DWP) and HM Revenue & Customs (HMRC).

What type of information is collected:

Details of household composition, income, capital, rental liability, may include health conditions both physical and mental.

How we use the information provided:

We calculate a means tested benefit based on the information provided in accordance with the law above.

Who has access to the information about you:

Benefits officers have access to this information apart from where the case is restricted if there is a conflict of interest.

Who we may share your information with:

Police, Jobcentre Plus, Home Office, Inland Revenue, Disability & Carers Service, Pension Service, The Rent Service, Appeals & Tribunal Service, Valuation Office Agency, Shared Service Fraud Office Single Fraud Investigation Service, Landlords, power of attorney, appointees, CAB, Solicitors, Local Authorities (including services outside of Benefits within RBWM), Internal Auditors, External Auditors, Freedom of Information, Software Suppliers (E.g. Capita, Serengeti, Call-credit, Locta, CIC, XL Print).

How long we store your information:

6years plus the current financial year for the benefit system.

Does your service utilise automated decision making:

Yes. Automated process applies with benefits reassessments between the DWP / HMRC / Pension Service when electronic notifications are received.