

Benefits Service

Privacy Notice

Camden Council is regulated by the EU General Data Protection Regulation (GDPR). The personal information collected on claims for Housing Benefit and Council Tax Support will be used for the purposes of working out your entitlement to Housing Benefit and Council Tax Support and for providing other Council services to you.

The types of personal data that the claim form asks for are your name, address, contact details, membership of your household, income and capital of members of your household, and tenancy details.

Except where indicated on the form, the provision of details requested on it is mandatory in order for the Benefits Service to work out your entitlement. A failure to provide information requested may lead to a decision that you are not entitled to Housing Benefit or Council Tax Support.

You do not need to provide an email address or telephone number but doing so may enable the Benefits Service to make a decision on your claim more quickly.

The Council has the right to process the information by virtue of social security legislation and Camden Council's Council Tax Support Scheme.

We may contact you using the details you provide on this form or in subsequent correspondence or telephone calls.

The Council's Housing Benefits, Council Tax and Housing Needs teams will share data with each other to identify residents who are at risk of homelessness and contact them with offers of appropriate support such as maximising benefit income and make referrals for debt advice. The information shared are resilience indicators to identify those at risk of homelessness. These resilience indicators includes income, economic, disability and benefit status, rent arrears, Council Tax data, pension credit uptake, discretionary housing payments, those impacted by the Local Housing Allowance. It also includes eligibility for free school meals, free healthy start food vouchers, and watersure tariff. Names, addresses, telephone numbers and email addresses will also be shared so that those at risk of homelessness can be identified and contacted.

The Welfare Reform Act 2012 and Social Security (Information-sharing in relation to Welfare Services) Amendment and Prescribed Bodies Regulations 2013 enables a local authority to share data between relevant departments in order to prevent or reduce homelessness.

Your information will not be shared with external organisations unless required to do so by law or for the purposes of prevention and detection of crime and/or fraud. We will not transfer your personal data outside the EU/EEA.

Your personal information will only be retained for as long as is necessary in order to meet the requirements of internal and external auditors.

You have the right to request a copy of the information we hold about you, the right to ask us to rectify, erase or restrict processing of your data, the right to ask for data portability, and if we are relying on consent the right to withdraw consent at any time. There are some exemptions to these rights. For more information please go to www.camden.gov.uk and search under "your rights".

The name and contact details of the data controller are:

London Borough of Camden
5 Pancras Square
London
N1C 4AG

Telephone: 020 7974 4444

The name and contact details of the Data Protection Officer are:

Andrew Maughan, Borough Solicitor
dpo@camden.gov.uk

In the case of data received from the Department for Work and Pensions (DWP), the DWP is a joint data controller. Their contact details are:

Clare Elliott, Senior Responsible Officer
Department for Work and Pensions
Housing Delivery Division
Hartshead Square
Sheffield
S1 2FD
Email: clare.elliott@dwp.gsi.gov.uk

If you are unhappy with how the Council has handled your personal data you may complain to the Information Commissioner's Office (ICO). It would be helpful if you contacted us first at dpo@camden.gov.uk to see if we can resolve the problem.

You can contact the ICO by:

email: casework@ico.org.uk

telephone: 0303 123 1113, or

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