

## Service Area and contact details

<b>Service Area:</b>	Streetscene & City Services
<b>Contact Details:</b>	benefits@newport.gov.uk
<b>Privacy Notice Name:</b>	Council Tax Reduction

## Source and categories of information being processed

This section is only relevant if personal data has been obtained from a source other than yourself (the data subject).

### Newport City Council has obtained the following categories of your personal data:

Not applicable

### We have obtained your information from:

[Click here to enter text.](#)

## Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

### Our legal basis for processing your information:

#### We have a legal duty to process your personal information

#### Further details about our legal basis for using your information and the purpose of processing:

We have a statutory duty to administer claims for Council Tax Reduction.

The relevant legislation is:

The Council Tax Reduction Schemes (Wales)(Amendment) Regulations 2018 and 2019

#### The right to withdraw consent

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

*(Only relevant to consent based processing)*

#### You must provide us with the information we need to deliver the service, if there is either:

- A contractual obligation to do so, or
- A statutory obligation to do so.

*(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)*

#### The consequences of not providing the information are as follows:

Newport City Council will be unable to fulfil its statutory obligations to assess your entitlement to Council Tax Reduction.

**Special Category Data**

*(Only relevant if special category data is being processed)*

Sometimes we process special category which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:

Choose a further lawful basis.

**Automatic decision making/profiling**

*(Only relevant if we are making an automated decision on a data subject)*

Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:

We do not use automatic decision making or profiling to make decisions about you.

**Who will have access to your personal information?**

**Newport City Council** is the data controller and the Data Protection Officer is:

Digital Services Manager

Email: [information.management@newport.gov.uk](mailto:information.management@newport.gov.uk)

Tel: 01633 656656

Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.

**The main users of your personal information are:**

Council Tax Reduction staff which include:

Benefits Manager

Benefits Team Leaders

Senior Investigations Officer

Senior Control Officer

Control Officer

Benefit Assessors

Control Assistants

Clerks

**We may share your information within Newport City Council:**

For the administration of Council Tax

Homelessness Service for assistance with claims

Home Options Service for assistance with claims

To support the Education service on request

For assistance with disabled home renovation grants

We will share your information with the service areas listed above who may require this information in order to provide you with a service.

**We may share your information with other, external organisations:**

We may share your data with 3rd party organisations listed below to facilitate a request for service, and where permitted or required by law.

Enforcement Agencies – debt recovery information

Valuation Office Agency – to assist with Council Tax Reduction appeals

Newport City Council may share your data with other organisations for the purpose of the prevention and detection of fraud. For further information about the National Fraud Initiative please click here;

<http://www.newport.gov.uk/en/Council-Democracy/About-the-council/National-Fraud-Initiative.asp>

**Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as ‘data processors’. In processing your data, we use the following data processors:**

The Council tax reduction team use CAPITA Academy software to record and monitor claimant information. Northgate info@work software is used to scan and record documentation in an electronic format.

**Details of any international transfers of your personal information:**  
(if applicable)

Not applicable as we do not transfer your data internationally

## Requests for information

**All recorded information held by Newport City Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act.**

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

[Information.management@newport.gov.uk](mailto:Information.management@newport.gov.uk)

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

[www.newport.gov.uk/FOI](http://www.newport.gov.uk/FOI)

## Your Rights

**The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:**

- a) to have your data rectified if it is inaccurate or incomplete;
- b) to have your data erased;
- c) to restrict the processing of your data;
- d) to exercise your right to data portability;
- e) to object to the processing for the purposes of direct marketing, profiling and automated decision making.

**In all instances, please submit your request to:**

[information.management@newport.gov.uk](mailto:information.management@newport.gov.uk)

### Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

[Information.management@newport.gov.uk](mailto:Information.management@newport.gov.uk)

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Councils complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,  
Wycliffe House, Water Lane,  
Wilmslow,  
Cheshire  
SK9 5AF.

How long will we retain your information?

**Details of retention period**

We will retain your information in line with our Information Retention and Disposal Policy and will keep your information only for as long as it is needed after which it will be deleted or destroyed.