



This privacy notice provides you with information about what we do with your personal data (information that is about you and identifies you).

We have recently updated our Privacy Notice to include changes to address the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR).

Below sets out how we collect, store and handle your personal information and what your information rights are.

What we mean by personal information is any information that can be collected via a paper or online form, by telephone, email, CCTV or by a member of our staff.

Revenues Privacy Policy

Why are we asking for your personal information?

We require your personal data to enable us to calculate and collect your Council Tax. This is a legal obligation as set out in the Local Government Finance Act 1992. As part of this obligation, there may be some instances we may need to process special category data, in line with Article 9(2)(b) of the GPDR. We may automate decisions and where we do so we will inform you as soon as reasonably practicable.

You hold the following rights with regard to the personal data you provide us:

- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Object – you have the right to object for the purposes of direct Marketing
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

If any of the information we have about you is incorrect, please tell us as soon as possible, as we are reliant on you to assist us to keep your information accurate and up to date.

Sharing your information

We may share your personal data within internal departments of the Council, local partner authorities and Government departments as required. We do not routinely process any information about you outside the UK. We will not transfer your personal data outside of the EU. We may process the information you provide to prevent and detect fraud and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the [government's National Fraud Initiative](#), please read their website to find out more.

Retention of your personal information

We only keep your information as long as necessary, for some items this will be dictated by law. You can find out more in the [Councils Retention Policy](#).

South Cambridgeshire District Council is a registered Data Controller with the Information Commissioners Office.

You can find out more about how we handle your data by visiting our Privacy Notice. If you have a query regarding your rights please contact the Data Protection Officer who can be contacted by emailing Infogov@3csharedservices.org.

You have the right to lodge a complaint with the [Information Commissioners Office \(ICO\)](#) should you believe any part of this statement to be unlawful.

Benefits Privacy Policy

Why are we asking for your personal information?

We require your personal data to enable us to calculate entitlement to Housing Benefit and Local Council Tax Support. This is a legal obligation as set out in the Housing Benefit Regulations 2006 and the Local Government Finance Act 2012. As part of this obligation, there may be some instances we may need to process special category data, in line with Article 9(2)(b) of the GDPR. We may automate decisions and where we do so we will inform you as soon as reasonably practicable.

You hold the following rights with regard to the personal data you provide us:

- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Object – you have the right to object for the purposes of direct Marketing
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

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Sharing your information

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Retention of your personal information

We only keep your information as long as necessary, for some items this will be dictated by law. You can find out more in the [Councils Retention Policy](#).

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Benefits DHP (Discretionary Housing Payment)

Why are we asking for your personal information?

We require your personal data to enable us to consider your application for financial support under the Discretionary Housing Payment scheme. As part of this scheme, there may be some instances we may need to process special category data, in line

with Article 9(2)(b) of the GPDR. We may automate decisions and where we do so we will inform you as soon as reasonably practicable.

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- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Object – you have the right to object for the purposes of direct Marketing
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

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Sharing your information

We may share your personal data within internal departments of the Council, local partner authorities and Government departments as required. We do not routinely process any information about you outside the UK. We will not transfer your personal data outside of the EU. We may process the information you provide to prevent and detect fraud and may supply information to government agencies, credit reference agencies, audit or other external bodies for such purposes. We participate in the [government's National Fraud Initiative](#), please read their website to find out more information.

Retention of your personal information

We only keep your information as long as necessary, for some items this will be dictated by law. You can find out more in the [Councils Retention Policy](#).

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Low Income Family Tracker

We are working with Policy in Practice to use their Low Income Family Tracker platform. This will be used to target more proactive and preventative support to households in South Cambridgeshire. As part of this, we may use your personal data to model your circumstances and assess eligibility for further support. We may contact you regarding this. We may also share information relating to you with partner organisations, such as but not limited to Cambridgeshire County Council, for the purposes of assessing eligibility and increasing take up of support. We will process data relating to your benefit entitlement, debt owing to the Council, and other personal information to be able to provide you with further support. The data processing work undertaken by Policy in Practice is covered under Article 6(1)(e) GDPR, Public Task, to support our statutory duties in respect of Housing Benefit and Council tax administration.



National Non-Domestic Rates (NNDR) Privacy Notice

Why are we asking for your personal information?

We require your personal data to enable us to collect Business Rates. This is a legal obligation as set out in the Local Government Finance Act 1988. Most information processed for Business Rates would not be considered to be personal data, although there may be some occasions when this may apply. As part of this obligation, there may also be some instances where we may need to process special category data, in line with Article 9(2)(b) of the GDPR. We may automate decisions and where we do so we will inform you as soon as reasonably practicable.

You hold the following rights with regard to the personal data you provide us:

- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.



- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Object – you have the right to object for the purposes of direct Marketing
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful, and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

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Sharing your information

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Retention of your personal information

We only keep your information as long as necessary, for some items this will be dictated by law. You can find out more in the [Councils Retention Policy](#).

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Housing Rents Privacy Notice

Why are we asking for your personal information?

We process your data in line with our contract (your tenancy agreement). As part of this contract, there may be some instances where we may need to process special category data, in line with Article 9(2)(b) of the GDPR. We may automate decisions and where we do so we will inform you as soon as reasonably practicable.

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- Right to Access – you have the right to access (receive a copy) of your personal data and supplementary information.
- Right to Rectification – you have the right to have any inaccurate or incomplete personal data rectified.
- Right to Object – you have the right to object for the purposes of direct Marketing
- Right to Erasure – you have the right to request that your personal data is erased if it is no longer necessary for the purposes for which it was collected
- Right to Portability – you have the right to receive the personal data you have provided in a structured and commonly used way.
- Right to Restriction – you have the right to request a restriction of the processing of your personal data in situations where it is inaccurate, unlawful,

and no longer needed for the purposes for which it was originally collected, or if a withdrawal of consent has been made.

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