

Revenues, Benefits and Blue Badge

We are committed to keeping your personal information safe, processing it under our duties within the General Data Protection Regulation.

We will keep your information accurate and up to date and we will not keep your information longer than necessary. The Isle of Wight Council is the data controller for all personal information that it processes.

You can contact our Data Protection Officer by emailing dpo@iow.gov.uk. Or write to Data Protection Officer, County Hall, High Street, Newport, IW PO30 1UD.

This notice explains how Revenues and Benefits, and Blue Badge use your personal information and the ways we protect your privacy. This notice applies to all personal data collected for or on behalf of us.

The lawful basis for collecting or processing your personal information is:

- for the billing, collection, and enforcement of local taxation (Council Tax and Business Rates)
- to administer the Housing Benefit and Local Council Tax Support Scheme payable to people on a low income
- to administer the Business Improvement District Levy (BIDS)
- to administer Blue Badge applications.

How we use your information

To enable us to carry out our functions, it is necessary for us to collect or process your personal information. This includes your details of what is collected e.g. contact details, financial information, etc.

We will or may share your information with our following services:

Isle of Wight Council Services

- Council Tax
- Housing Benefit & Local Council Tax Support
- Business Rates
- Blue Badge
- Legal Services
- Electoral Registration
- Adult Services
- Shared Lives
- Leaving Care Team
- Housing
- Customer Accounts
- Parking Services
- Children Services
- Community Therapy Service
- Property Services
- Licensing Services

Public sector agencies

- Local Government
- Office of National Statistics

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• Other Local Authorities

We are required by law to protect the public funds we administer, sharing information provided with other bodies responsible for auditing or administering public funds. We take part in the Cabinet Office's National Fraud Initiative. This is a data matching exercise to assist in the prevention and detection of fraud. We are required to provide sets of data to the Minister for the Cabinet Office for matching.

We will or may share your information with the following external organisations:

- Mountbatten Isle of Wight
- Blind Society
- NHS Cancer Specialists
- Bristow & Sutor Enforcement Services Rundles & Co Ltd Enforcement Services
- Experian
- Registered Social Landlords - we may share details with the relevant Housing Association
- Department of Works & Pensions (DWP) – the DWP sometimes needs information about people other than the person who has applied for benefit or service to work out what that person is entitled to. For example, where a person makes a claim for Universal Credit, they need information about other people who live in the same household such as non-dependants, to work out how much the person will be paid.
- DSI Billing Services LTD

Retention period or criteria used to determine the retention period

We will keep your personal information only for as long as it is needed for the purpose for which it was collected. Further details can be found by contacting Revenues and Benefits.

Your legal rights

Under some circumstances, you have rights under data protection laws in relation to your personal data. Please note not all these rights apply to all processing. You have the following rights:

- The right to be informed – you have a right to be told how we use your personal data
- The right of access – you have the right to request a copy of the information that we hold about you
- The right to rectification – you have a right to ask us to correct information we hold about you if it is wrong
- The right to erasure (right to be forgotten) – in certain circumstances you can ask for the data we hold about you to be erased from our records
- The right to restrict processing – where certain conditions apply you have a right to restrict the processing
- The right to data portability – you have the right to have the data we hold about you transferred to another organisation
- The right to object – in some circumstances you have the right to object to your personal data being used.

Rights of automated decision making and profiling. You have the right for any decision made by a computer to be reviewed by a human being. You can object to us profiling your behaviours and characteristics.

Some of the rights are complex, and there are circumstances where your rights will not apply. For example, the right to erasure will not apply if your personal data is required to

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comply with a legal obligation. We recommend you read the guidance notes from the Information Commissioners Office.

Queries and complaints

If you have a complaint about the processing of your personal data, please contact us by:

- emailing dpo@iow.gov.uk
- writing to Data Protection Officer, County Hall, High Street, Newport, IW PO30 1UD

If you are not satisfied following an internal complaint, you can lodge a complaint with the Information Commissioners Office.