

Privacy Notice for discretionary assistance including
Local Welfare Support and Universal Support

How we use your personal information

We use your information to help us decide what extra help you need and what we can reasonably do to support you. We can only do this with your explicit consent.

What we will do with it

Your information will be held and used by the council.

Failure to provide us with information we ask for may mean that we are unable to give you further support and assistance.

We may check information you have provided in order to ensure the accuracy of the information, to prevent or detect fraud or to protect public funds. If necessary we may check information you have provided with the following organisations:

- Your landlord including ECC, Housing Associations or a private landlord and including previous landlords where this is relevant – dates of residence, household composition
- Department for Work and Pensions – benefit income, household composition, contact details, earnings information
- HMRC – Tax Credit and Child Benefit income
- Your / your partner's employer or pension provider – earned income details
- Other Council Tax Billing Authorities – all details relating to your Council Tax liability including claims for Council Tax discounts with them that may affect your entitlement to or amount of any payments from us
- Departments of Exeter City Council (Housing Benefits, Housing, Council Tax, Business Rates, Housing Options) – residency, household, income
- Such other organisations and agencies as may hold information necessary to confirm your entitlement, where this is permitted by law

You have the option of telling us about any organisations or individuals that you do not want us to approach for information or confirmation. Without this information we may not be able to offer you any extra help or support. We will discuss the choices with you if this is something you are concerned about.

We may use a budgeting tool provided by a company called Policy in Practice to help you. The information you provide will be processed by them to offer suggestions for ways you could increase the money you have available.

There may be other organisations who we identify that can help you. We will discuss this with you if we need to share your information with them.

How long we will keep your information

We will keep your information for 6 years from the latest of the date you stop receiving extra help from us or any outstanding balance has been repaid, fraud action or appeal activity is concluded. When we no longer need to keep your information, we will securely and confidentially dispose of it.



More information

For more information about how we look after your information or to find out more about your rights, go to www.exeter.gov.uk/DataProtection or contact the Data Protection Officer on 01392 265257.