

# Privacy notice – Household Support Fund

## Lawful basis for processing your data

Processing your data is necessary for Wyre Council to perform a task carried out in the public interest or in the exercise of its official authority in accordance with Article 6(1)( e) of the General Data Protection Regulations (GDPR). If you have provided us with special category data (such as details about your health) we will process this under Article 9(2) of the GDPR.

## How we process your data

Wyre Council (the data controller) will only process and share your personal information to monitor and evaluate the impact of the programme which you have attended or for which you have been referred to us for. The information collected will be stored securely and may include, your name, address, postcode, telephone number, date of birth and health information where required.

## How we share your data

We may share your personal information with internal council departments and external organisations to enable us to evaluate our programmes and ensure they are meeting local needs. This may include the following organisations:

- Lancashire County Council
- Citizens Advice Lancashire West (CALW)
- Other government departments
- Your gas or electricity provider
- Post Office Ltd
- The Department for Work and Pensions and Her Majesty's Revenues and Customs, if information is requested by them
- Any other organisations and agencies we may make a recommendation to

We use the Gov.uk Notify SMS messaging service to contact customers who have opted in to receive these messages. Gov.uk advises that telephone numbers and text message contents could be accessed by the Notify Team, sub-processors or law enforcement agencies (where legally required).

## Automated decisions

No decision will be made about you solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.

## How long we keep your personal data

We will retain your personal data for up to six years following completion of the various programmes that we provide. After this time paper documents will be shredded and the electronic records will be deleted.

## How we may contact you

We will use the personal data we hold for you to contact you if required. This could be by telephone, email, SMS message or by letter.

## Your rights

You have the right to request access to the information that we hold about you. To make a

request for this information, please contact our Information Governance Manager, Joanne Porter.

In addition to the above, you may also have the right to:

- in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing • object to decisions being taken by automated means and
- data portability

If you wish to execute any of these other rights, please contact the councils Data Protection Officer.

### **Contact us**

If you have any questions about how we handle your personal data, please contact the council's Data Protection Officer; Joanne Billington on 01253 887372 or visit [www.wyre.gov.uk/data-us](http://www.wyre.gov.uk/data-us) for further information.

You also have the right to contact the Information Commissioner if you are unhappy with how we are handling your personal data.