

HOUSING BENEFITS AND COUNCIL TAX SUPPORT

Is the data collected direct from the citizen?	Is the data about the citizen collected from a third party?
	
	
	
	
	
	
	
	

Why we collect information about you?	To assess your claim and pay you the benefit you are entitled to.
What is the legal basis for us collecting your information?	Following the Housing Benefit Regulations 2006 and the Universal Credit Regulations 2012 this information is essential in accurately processing your claim. CTS regulations and CTS policy
What information do we collect about you?	Name, Address, National Insurance Number, bank account, contact details, family demographics, income details, employer details, landlord details, rent information
Who do we share the information with?	Other Council departments, multiple Government Departments such as The Department of Work and Pensions and HMCTS, the Police, advice agencies and landlords where allowed by law
Is any information transferred to or stored in servers based outside the European Economic Area?	No
How long do we keep your information?	Current year plus 6 years
Who do we collect information from?	We collect info from landlords, Adult services, appointees, Gloucestershire County Council, Department of Work and Pensions, HMRC, other Local Authorities, advice agencies, customers etc.
What are the consequences if we don't collect the data?	We cannot process your application and the customer will lose benefit entitlement
Are any decision about you made by automatic means?	The calculation for Housing Benefit and Council Tax Support is made by the software based on the information provided by the customer having been input and assessed by the Benefit Officer. Levels of evidence required for claims is determined by the system in line with our Risk Based Verification Policy