

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice relates to personal data collected and used with the Low-Income Family Tracker (LIFT) platform, which is used to identify households who may benefit from targeted support around the cost of living and financial wellbeing. West Berkshire Council aims to provide support to those households to prevent them getting into crisis now and in the future.

This notice applies to West Berkshire residents who are in receipt of benefits and may need support or assistance with applying for additional eligible benefits and with rising livings costs. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue:

Update History:

27th October 2025	First issue of a new Privacy Notice

Directorate: Resources
Service: Transformation, Customer and ICT
Team: Projects

About the Organisation

The Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

THE PERSONAL DATA WE HOLD ABOUT YOU

We will process the following personal data about you:

- Name, address, contact details, date of birth, IP address and timestamp
- Ownership and/or tenancy details for domestic and non-domestic properties
- Partner details
- Information about other people living in your household including children
- Employment and banking details
- Income details
- Savings and capital details
- Housing Benefits or Council Tax support claim number
- Disability information

West Berkshire Council will collect the above information in a number of ways including application forms, passports and other identity documents, correspondence from you, customer interviews, meetings and other assessment activities.

These details are collected and held on secure Council systems and will be protected using up-to-date technical and organisational security measures.

SOURCE OF YOUR PERSONAL DATA

We collect the above information about you from:

- Council Tax, Housing Benefit, DWP Benefits (including Universal Credit), Tax Credits, Rent or Council Tax Arrears
- Discretionary Housing Payment and Local Welfare Assistance Fund applications
- Department for Working Pensions (DWP)
- Other Council Departments and Services
- Public registers, Voters Rolls, Registered Social Landlords, Private Landlords, Care Providers
- Policy in Practice LIFT analysis tool

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information	Our legal basis for using your information
We will use your data to assess your eligibility for certain benefits and assistance and support services that may be delivered by the Council or third parties. Where a service or information request requires you to submit further personal information, a	Public Task: Article 6(1)(e) of the UK GDPR namely the processing is necessary for the performance of a task carried out in the public interest. Consent: Where you have provided your consent for us to use your

Why we use your information	Our legal basis for using your information
separate privacy notice will describe how we will use that data.	personal data in this way. If you do not wish the Council to process your personal data, it will be unable to establish a contract to provide the service for you.

SHARING YOUR PERSONAL DATA

You will be able to see and update your data through a subject access request.

Your data will be seen by employees of the Council relevant to the service or information request you have made.

Where a service or information request requires us to share your data with other parties, a separate privacy notice will describe who that is.

We may share your personal data with third parties where it is necessary for the delivery of the service. We will share your data with Policy in Practice who provide the Low Income Family Tracker (LIFT) tool. The LIFT tool uses your personal data to identify what support may be available to you and to assess the impact of any interventions. No automated decisions are made as part of this process.

Your personal information may be converted ('anonymised') into statistical or aggregated data in such a way that ensures that you cannot be identified from it. Anonymised data cannot, by definition, be linked back to you as an individual and may be used to conduct research and analysis, including the preparation of statistics for use in our reports. to better understand what benefits and services may be available to you. All data shared with Policy in Practice is shared and stored securely.

We may also share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

RETAINING YOUR PERSONAL DATA

Your personal data will not be kept longer than necessary.

You can check how long the Council will keep each type of data against our retention schedule (www.westberks.gov.uk/retention).

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.
- **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at:

<https://ico.org.uk/make-a-complaint/data-protection-complaints/>

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.