



Privacy Notice for Exceptional Hardship Payment Applications

Why we are collecting your data

Lewes District Council and Eastbourne Borough Council are data controllers and collect your personal data in order to assess your application for an exceptional hardship payment and decide whether an award can be made. We will only collect the personal data from you we need in order to make this assessment and provide this service to you.

What is the legal basis for processing this data?

The legal basis we rely on to process your personal data is article 6(1)(e) of the GDPR, which allows us to process personal data when this is necessary to perform our public tasks as local authorities.

If the information you provide us with contains special category data, such as health information, the legal basis we rely on to process it is article 9(2)(g) of the GDPR, which also relates to our public task and Schedule 1 part 2(6) of the DPA 2018 which relates to statutory purposes.

All applicants will have to complete an application form and provide us with any additional information we request as quickly as possible. We will need you to complete an income and expenditure form. We will look at this to work out if there are areas where your income could be increased or your expenditure reduced. If you decide not to take our advice we will not be able to offer you an exceptional hardship payment.

This application asks for details of your income, including any earnings, benefits or pension payments. It also asks for details of your expenses, such as food, rent, electricity and gas bills.

We cannot award this payment to everyone and there is no statutory right to a payment from the fund, as it is awarded at the discretion of the councils.

Who will your information be shared with?

To ensure our record keeping is efficient and to be able to provide services quickly across Lewes and Eastbourne we hold your personal information in a centralised customer record.

We may check information provided by you, or information about you provided by a third party, with other information we hold. We may also get information from third parties, or give information to them to check the accuracy of information, to prevent or detect crime, or to protect public funds, if the law allows it. These third parties include the NHS, other local authorities and government departments such as the Department for Work and Pensions and Her Majesty's Revenue and Customs.

We may also share information with bodies that are responsible for auditing or administering public funds, including the Cabinet Office. The Cabinet Office requires

councils to participate in data matching exercises to assist in the prevention and detection of fraud.

Where we need to disclose sensitive information such as medical details to a third party, we will do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

We will not

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad
- Make decisions about you based on automated processing.

How long will we hold your data for?

We are required to keep all records relating to local crisis payments for six years from the financial year the payment was made.

Your rights

You are entitled to request a copy of any information about you that we hold.

If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

You have the right to object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk

Identity of Data Protection Officer

Oliver Dixon, Senior Lawyer

Contact details

Eastbourne Town Hall, Grove Road, Eastbourne, BN21 4UG

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Tel: 01323 410000