SERVICE SPECIFIC PRIVACY NOTICE

Salford Welfare Rights and Debt Advice Service.
Our core data protection obligations and commitments are set out in the council's primary privacy notice at https://www.salford.gov.uk/media/392351/scc-primary-privacy-notice-v1-0-interim.pdf

This notice provides additional privacy information for providing accurate advice; case work and case recording/quality assurance for clients of the above service.

Purpose(s)
We collect and obtain your personal information for the following purpose(s):

- to be able to help you with your case. We also use anonymised information to help us understand how different problems are affecting society and to take action to tackle these.
- where you have given us permission we may ask for feedback on the service you received and your overall experience of our service.
- we may share your information with other Council services in order to ensure our records are accurate and up-to-date; to improve the standard of the services we deliver, and, to support the statutory duties of adult and children’s social care and the prevention of homelessness.

Categories of personal data
In order to carry out these purposes we collect and obtain:

- contact details.
- demographic information (including health, household composition, racial or ethnic origin and sexual orientation if relevant).
- financial information.

Legal basis for processing
The legal basis for processing your personal information is as a result of a referral into the service. Advice, case work and processing of your information is undertaken with your explicit consent.

If you fail to provide certain information when requested, we may be prevented from fully assisting you and you may have difficulty accessing welfare benefits or challenging benefit decisions.

Information sharing/recipient
As a result of a referral into the service and with your explicit consent we may share personal information about you with the following organisations:

- DWP because they administer the benefits we are assisting with.
- Housing Benefit and Council Tax and Council Tax Reduction teams as these are administered by the council.
- HMRC because they administer Tax Credits.
• HMCTS if we are acting as representatives at appeal tribunals.
• health professionals to obtain information to support with benefit claims.
• other colleagues within the council where we need to work jointly to achieve outcomes for you or if there is a legal basis to do so.
• our software providers where there is a fault or an upgrade and only for the duration of that work.
• other organisations as appropriate to your case.

Sources if not obtained from data subject
As well as information collected directly from you, we also obtain or receive information from individuals or organisations referring you into our service.

Data Transfers beyond EEA
We do not transfer your information outside of the EU.

Automated Decisions
All the decisions we make about you involve human intervention.

Data retention/criteria
We will retain your information for 6 years following the closure of your case.

Rights of individuals
Information about:

• exercising your rights.
• contacting our DPO.
• raising a concern with us, or
• making a complaint to the Information Commissioner

is accessible in our guide on exercising your rights.

Updates (notice)
We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details.