

Privacy Notice for Council Tax Support (CTS)  
including Exceptional Hardship Payments

**How we use your personal information**

We use your information to assess your entitlement to Council Tax Support and administer your claim. We are under a legal requirement to deliver this service as the Billing Authority for Council Tax.

**What we will do with it**

Your information will be held and used by the council in relation to the calculation of your Council Tax liability.

Should you appeal against a decision we have made on your Council Tax Support award we will have to share your information with The Valuation Office who hear the appeals.

Failure to provide us with information we need in order to assess your claim for Council Tax Support will mean that we are unable to grant you a discount.

We may check information you have provided in order to ensure the accuracy of the information, to prevent or detect fraud or to protect public funds. If necessary to establish your entitlement to Council Tax Support or the amount of your award, we may check information you have provided with the following organisations:

- Your landlord including ECC, Housing Associations or a private landlord and including previous landlords where this is relevant – dates of residence, household composition
- Department for Work and Pensions – benefit income, household composition, contact details, earnings information
- HMRC – Tax Credit and Child Benefit income
- Your / your partner's employer or pension provider – earned income details
- Other Council Tax Billing Authorities – all details relating to your Council Tax liability including claims for Council Tax discounts with them that may affect your entitlement to or amount of any payments from us
- Other departments of Exeter City Council (Council Tax, Business Rates, Housing Options) – residency, household, income)
- Such other organisations and agencies as may hold information necessary to confirm your entitlement, where this is permitted by law

We may use your information to contact you about further support that you could be entitled to.

If we identify you as being entitled to a payment from the Household Support Fund, we may share your name and address or other contact details with Post Office Limited. This will be for the purposes of them to send you a voucher to be redeemed at your local Post Office. They will not use your contact details for any other purpose. We will tell you before sharing your data with Post Office

Limited and you will have the option to tell us not to share your data in this way. You will still be able to receive equivalent support, delivered in a different way.

**How long we will keep your information**

We will keep your information for 6 years from the latest of the date you stop receiving Council Tax Support from us or any outstanding balance has been repaid, fraud action or appeal activity is concluded. When we no longer need to keep your information, we will securely and confidentially dispose of it.

**More information**

For more information about how we look after your information or to find out more about your rights, go to [www.exeter.gov.uk/DataProtection](http://www.exeter.gov.uk/DataProtection) or contact the Data Protection Officer on 01392 265257.