

**Service:** Sundry Debtors and Housing Benefit Overpayments (HBOP)

**Data Controller:** Runnymede Borough Council, Civic Centre, Station Road, Addlestone, Surrey, KT15 2AH

**Data Protection Officer:** Natalie Lacey, [dpo@runnymede.gov.uk](mailto:dpo@runnymede.gov.uk)

## Introduction

We collect and process personal data relating to our debtors in order to recover monies owed to us and protect public funds. We are also required to prevent and detect fraudulent claims and payments. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

## What information do we collect?

We collect and process a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number
- bank account number and sort code
- transactional data including payments to and from you;
- information about medical or health conditions, including whether or not you have a disability;
- next of kin and their emergency contact details;
- financial details obtained from Credit Reference Agencies, such as Experian, but only after the debt becomes overdue

In addition, in relation to housing benefit overpayments we collect the following information:

- employment status and information, including your national insurance number;
- housing benefit records;

We collect this information in a variety of ways. For example, data is collected through application forms and correspondence with you.

Information is also obtained from other government agencies such as the Department of Work and Pensions and the HMRC who may provide us with a current address and up-to-date details of employed or self-employed income relating to customers with outstanding housing benefit debt.

## **Why do we process personal data?**

Processing data for the purpose of recovering housing benefit overpayments is necessary for the performance of a business task carried out in the exercise of our official authority. We are also required to prevent and detect fraudulent claims and payments.

We also have a legitimate interest in collecting other debts owed to us, in order to protect public funds and for service planning and improvements.

## **Who has access to data?**

Your information may be shared with the parties set out below for the purposes stated above.

- DWP (HBOP only)
- National Fraud Initiative (NFI).
- County Courts
- HMRC (HBOP only)
- Certified Bailiffs Agencies

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data.

The organisation will not transfer your data to countries outside the European Economic Area.

## **How do we protect data?**

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by

members of staff authorised by the Data Controller for this purpose. Access to our systems is limited to authorised members of the finance team whose job role requires access to the personal data.

## For how long do we keep your data?

We will hold your personal data for as long as necessary for the purposes stated. Some data may be required to be held for longer than other data. A detailed breakdown of these retention periods are listed in our document retention schedule. If you would like to review our retention schedule please contact our Data Protection Officer.

## Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- object, on grounds relating to your particular situation;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing (for Sundry debtors only);
- ask us to send personal data you have provided to another organisation in a structured, commonly used and machine readable format (for Sundry debtors only)

You can make a subject access request by following the instructions for making a subject access request on our website:

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

Or you can contact our Information Governance Officer on 01932 425626  
If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information Commissioner. The website address for further information on making a complaint to the Commissioner can be found below:

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