



Welfare Rights and Money Advice Service - Fair Processing Notice

Southside Welfare Rights and Money Advice Service processes personal data as part of our normal operational activities. This notice explains what information we collect, when we collect it and how we use this. The personal data we may process may be held on paper, electronically, or otherwise and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your personal data.

Why we process your personal data

We need to collect and use your personal data in order to allow us to provide the Welfare Rights or Money Advice service to you that you have requested from us. We collect and process your personal data to allow us to:

- Provide you with the service that you have requested from us.
- Provide you with advice and information relating to benefit entitlement, medical assessments, claimant commitment, benefit sanctions, welfare reforms
- Provide you with advice and information relating to debt solution options available to you and assist you to access them.
- Assess your capability to repay debts you have.
- Contact creditors on your behalf to negotiate and agree acceptable repayment arrangements
- Assess your eligibility or entitlement to social security and other state benefits and to assist you to make a claim for them.
- Assess your eligibility or entitlement to the Scottish Welfare Fund and other non statutory benefits or grants and to assist you to make a claim or an application for them.
- Assist with making Mandatory Reconsiderations on a benefit decision that affects you.
- Provide you with representation at appeal tribunals

- Contact you to update you about any changes to the welfare benefits system or debt legislation that may affect you.
- Monitor the effectiveness of our service and to make improvements to it where necessary.
- Ensure we are meeting our statutory and regulatory obligations and any contractual obligations with our funders.

And also for all purposes consistent with the proper performance of our operations and business.

The legal basis for processing your personal data is

- To fulfil our contract to provide a Welfare Rights and Money Advice service with you as a client, and;
- To meet our legitimate interests in monitoring our service
- Your consent in processing special category data

The type of personal data we may collect

To enable us to provide our service to you we may need to know:

- Your personal details: name, address, date of birth.
- Your contact details: home telephone number, mobile phone number and email address;
- Your National Insurance Number
- Your financial circumstances including details of your income and savings
- Other details: including information about your gender, ethnicity, disability and marital status.
- Bank account details
- Any Medical information which may be necessary to your case.
- Information about the composition of your Household including details of existing accommodation arrangements and individual(s) who may seeking accommodation with an applicant.
- Any of the above details relating to a spouse or partner

We may also receive personal data from third parties in relation to benefits information including information relating to claims or awards of state benefits and non statutory benefits or grants

Who we may share your data with

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK/EEA. Your personal data will only be shared with third parties who are relevant to your case. We may share your data with third parties to enable us to act on your behalf. We may also share data with other third parties to enable them to act on your behalf. We may also share data with organisations that help to fund this service as we may be required as a condition of funding to collect and report this data and for our casework to be audited

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. Only Southside Welfare Rights and Money Advice Service staff have strict password controlled access to the Advice Pro system on which your data is held. All data is held within the UK on servers based in Dundee and Aberdeen

Southside Housing Association computer systems are located at our Head Office and at our Pollokshields local office. Our staff may also however occasionally use laptops, tablets or other devices offsite. In instances where devices are used remotely this will be secure and under strict control at all times in line with section 6 of Southside Housing Association's IT Policy which is available on request.

How long we will retain your personal data

We will only retain your data for as long as it necessary or where there is a statutory or regulatory requirement to retain it for a certain timescale. Your personal data which has been processed by Southside Welfare Rights and Money Advice Service will be retained for six years before being confidentially disposed of.

Your rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of you we hold; and
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at enquiries@southside-ha.co.uk

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0131 244 9001

Email: Scotland@ico.org.uk

Explicit Consent form for special category information

Article 9(2) of the General Data Protection Regulation states that in order to process special category information we require your explicit consent to do so

What is special category information?

Special category information is any information that could be used to identify or reveal race or ethnicity, political affiliation, religious or philosophical beliefs, health conditions, sexual orientation or gender identity. It also includes the processing of genetic or biometric data for the purpose of uniquely identifying an individual.

Name: _____

Address: _____

I provide my explicit consent for Southside Welfare Rights and Money Advice Service to process my special category data for the following purposes:

1. Physical and Mental Health for the purposes of applying for benefits or grants
2. Ethnicity and gender to report to funders and ensure we are doing everything to make our service accessible to all members of the community
3.
4.

Signed: _____

I authorise Southside Welfare Rights and Money Advice service to share details of my financial circumstances with relevant agencies for the purposes of claiming state benefits and non statutory benefits and grants.

Signed: _____

Print Name _____