

Privacy Notice for the Energy Bills Rebate Scheme

Introduction

This notice is provided to meet the requirements of the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA) to provide transparency in how we process personal data for the Energy Bills Rebate Scheme, launched by central government in April 2022. This document will be subject to ongoing review to ensure it continues to align with the requirements of all applicable legislation.

Service description

Thanet District Council has been asked by the Government to administer an Energy Rebate Scheme. This involves the Council giving qualifying people £150.00 as a contribution towards fuel costs delivered through a Council Tax rebate payment. Some people also call this a Council Tax Rebate as we are using Council Tax records to help administer the scheme. To qualify:

- your property has to be in Council Tax bands A, B, C or D (or E, but only if you have Disabled Band Relief reduction), and
- It has to be your sole or main place of residence, and
- It is not exempt (other than exemption classes N, S, U or W).

There is also a discretionary element to the scheme.

It is important that you read this notice, together with any other privacy information such as our Council Tax privacy notice, so that you are aware of how and why we are using your information.

What information we hold

The purposes for which your data will be used is to process your rebate.

Information requirements

To provide this rebate, we may need to process some personal data, including:

- Your name;
- address;
- date of birth;
- bank details;
- Council Tax account number; and
- band and any exemption details.

Lawful basis for processing data under GDPR

We can use your information to carry out tasks that are in the public interest (GDPR, Article 6(1)(e)).

If you do not provide the information that is requested we may not be able to deal with your request, and we may not be able to provide you your rebate.

Who we may share your data with

We may share and receive personal information about you with the following:

- The Council employs Civica UK Limited to manage our Council Tax service on our behalf.
- The Council employs Jadu to help us process your information through the use of webforms.

Please refer to the [Kent & Medway Information Sharing Agreement](#) for further details on our sharing arrangements with other local authorities and public bodies in Kent and Medway for the delivery of our local services.

How long do we keep your personal information?

The Council will only keep your personal data for as long as it is required to fulfil the purpose it was collected for or for as long as is required by legislation.

What security precautions are in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Your data protection rights

The Data Protection Act 2018 in conjunction with the General Data Protection Regulation (GDPR) grants you a number of other rights:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You have the right to request information that is held about you and this is known as the 'right of subject access'. Making a request for your personal information is known as a 'Subject Access Request'. You are entitled to receive a copy of your records free of charge and within a month.

For more information on how we process your personal information and how to make a subject access request, please visit <https://www.thanet.gov.uk/privacy-statement>

Please note that in certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person. You also have the right to rectify errors in your records, the right to withdraw consent given to process your data, and the right to have your data erased when you have withdrawn 3 consent.

If you wish to exercise any of these rights, you should contact the Data Protection Officer using the contact details provided below. You have the right to be told if we have made a mistake whilst processing your data and we will self-report breaches to the Information Commissioner.

Further information

If you would like to know more about how we use your information or to exercise any of your rights, please contact the Data Protection Officer (DPO) at Thanet District Council:

Data Protection Officer
Thanet District Council
Cecil Street
Margate
CT9 1XZ

Email: dataprotection@thanet.gov.uk

Tel: 01843 577 000

How do I complain?

You also have the right to complain to the Information Commissioner's Office, at:

The Information Commissioner
Wycliffe House,
Water Lane, Wilmslow,
Cheshire SK9 5AF

Phone: 0303 123 1113 or 01625 545745

Website: www.ico.org.uk