

## How your personal Information is used by Welfare Rights.

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data.

This privacy notice explains the information we need in order to carry out Welfare Rights service. This activity is part of the Communities and Economy Service provided by Midlothian Council. [More information about the Communities and Economy Service privacy notice.](#)

### Our Privacy Promise

**We promise to collect, process, store and share your data safely and securely.**

#### What lets us collect your information?

If we work with you we will be working on your behalf to provide a free, impartial and confidential service to help the people of Midlothian with a focus to alleviate poverty and promote inclusion and equality through advice, assistance and advocacy.

#### What kinds of personal data do we collect?

The personal data we collect might include your **name, date of birth, address, National Insurance number**. We will also collect what is called 'special category' data – that is, sensitive information such as medical, health and financial information.

#### How do we collect your personal data?

We collect your personal data in many different ways. You might give us your personal data yourself, by entering your information in a form on the Council website or by contacting a Council officer in person, in writing or over the phone. We might also receive your personal data from other agencies or local authorities. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

#### How do we use your personal data?

We will use the information to assist you with your financial affairs, this may include:

- Income maximisation
- Benefits advice
- Appeals/Tribunal representation
- Benefit Advocacy
- Signposting

#### Why do we share your personal data?

Sharing information with organisations may assist the Welfare Rights team in representing you more effectively.

### **With whom do we share your personal data?**

If necessary, we might share your personal data with other agencies and authorities, depending on the service being provided. We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

The external bodies with whom we share Welfare Rights information might include (organisations with a star are mandatory):

- Internal Council services
- DWP (Department of Works and Pensions)
- Macmillan
- Energy providers
- Courts and tribunals
- Scottish Legal Aid Board
- Shelter
- Solicitors
- ESF (European Social Fund)
- Landlords and Housing Associations

Personal data also might be shared between Midlothian Council services, including Schools.

### **How long do we keep your personal data?**

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept, and what should be done with it at the end of its 'life'. [Our retention schedule](#)

### **Further Information**

You can also find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the overarching [Midlothian Privacy Notice](#).