

Privacy Notice (How we use your information)

Welfare & Exchequer – Crisis & Resilience Fund

This privacy notice explains how Kirklees Council collects, uses, stores and shares your personal information when you apply for or receive support through the **Crisis & Resilience Fund (CRF)**. The CRF is a local authority support scheme funded by central government to provide emergency crisis assistance and longer-term resilience support to households experiencing financial hardship.

The categories of information that we collect, process, hold and share include:

Personal information

- Name, title, date of birth
- Address and postcode
- Contact details (email address, telephone number)
- National Insurance number (for adults in the household)
- Household composition (adults and children)
- Employment and benefit status
- Bank account details (where cash payments are made)

Assessment and case information

- Details of the crisis or hardship being experienced
- Eligibility and assessment outcomes
- Support type, decision outcome and payment amount
- Application and decision timestamps

Special category information (where relevant)

- Health information and disability status where this is relevant to the crisis being assessed
- Medical or disability-related evidence provided to support an application

Applicants may also choose to include additional information in free-text fields. Where this contains sensitive information, it is treated in line with data protection requirements.

Why we collect and hold this information

We use this personal data in order to:

- Assess eligibility for Crisis Payments, Housing Payments and resilience support

- Make decisions about support and administer payments or in-kind assistance
- Refer households to appropriate internal services or partner organisations for resilience support (where appropriate)
- Monitor demand, performance and outcomes
- Meet mandatory reporting, audit and assurance requirements set by central government
- Prevent fraud and misuse of public funds

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on are:

- **Article 6(1)(e) – Public task:** processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority. This applies to the delivery and administration of the Crisis & Resilience Fund.
- **Article 6(1)(c) – Legal obligation:** where processing is required to comply with legal and regulatory obligations, including grant conditions, audit and reporting requirements.
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Where consent is used, it applies **only to optional elements** such as warm referrals to third-party organisations or optional follow-up activity.

These legal bases are underpinned by legislation and guidance including:

- Local Government Act 1972
- Localism Act 2011
- Central government Crisis & Resilience Fund guidance and mandatory management information reporting requirements

Special category data

In order to do this work, we also need to collect some special category data. This is personal data that needs more protection because it is sensitive. Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing special category information are:

- **Article 9(2)(b) – Social security and social protection law,** with Schedule 1, Part 1, Paragraph 1 of the Data Protection Act 2018
- **Article 9(2)(g) – Substantial public interest,** with Schedule 1, Part 2, Paragraph 6 of the Data Protection Act 2018

This applies where health or disability information is necessary to assess eligibility, vulnerability or crisis, or where such information is provided voluntarily by applicants.

Criminal offence information is not required, however if you choose to provide this in free text, it will not be used for making decisions.

How we store your personal information

Your information is stored securely within Kirklees Council systems and approved supplier systems. Enterprise and Granicus are used to administer the Crisis & Resilience Fund. Access is restricted to authorised staff only. Enterprise is stored on Kirklees Council maintained systems.

We keep your information for **up to seven years** in line with council retention schedules and audit requirements. After this period, information is securely deleted or archived in accordance with council policies and contractual arrangements with suppliers.

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To **assess and administer applications** for the Crisis & Resilience Fund, including verification of eligibility and payment processing
- To **coordinate support** with other Kirklees Council services where this is relevant to your crisis or resilience needs
- To **make payments or provide in-kind support** through approved suppliers and payment providers
- To **meet central government reporting, audit and assurance requirements** linked to the funding of the scheme
- To **prevent and detect fraud, error or misuse of public funds**
- To **safeguard individuals or households** where there are concerns about vulnerability or risk
- To **make referrals to voluntary or community sector organisations, where you have given your consent**, to help you access additional support

We may share this information with:

- Other Kirklees Council services involved in welfare support, housing, revenues and benefits, audit and assurance
- Approved suppliers and systems used to process applications and payments
- Central government departments for mandatory reporting, audit and grant assurance
- Voluntary or community sector organisations, **only where you have given consent**, for resilience or support referrals

We do not share personal information about you with anyone else unless this is lawful and necessary to do so. Where consent is required (for example, for voluntary referrals), we will seek this explicitly.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on Kirklees Council's [Data protection rights](#) page.

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.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact: LWP@kirklees.gov.uk

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the "[Contact us](#)" page on their website, or by ringing 0303 123 1113.