

Privacy Notice for Bolton's Money Skills Service

**Reviewed Nov 2021
V1.0**



Bolton's Money Skills Service

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- Members of the public
- Bolton Council staff/volunteers
- Staff/volunteers from other agencies

It describes how we collect, use and share personal information about you

- In relation to using the Money Skills service
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

Purposes

We collect your personal information for the following purposes:

- If you request any of our one to one services in which we will deliver to you
- In order to deliver group training sessions
- If you are referred to us for any of the forgoing services
- If you volunteer for the service
- If you raise any complaints

Categories of personal data

In order to carry out these purposes we collect and obtain:

- Basic details about you such as name, address, telephone number, email address.
- Contact we have had with you, such as any appointments and conversations we have had with you and correspondence regarding your financial situation.
- Financial information e.g. benefits, other income and expenditure, bills and people you owe money to.
- Health and disability, but only if this is relevant to your financial situation

Legal basis for processing

The legal basis for processing your personal information is:

- you, or your representative, have given consent
- you have entered into a contract with us for us to act on your behalf regarding your financial situation
- in the public interest or in the exercise of official authority

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

- Organisations or agencies you may owe money to, get money from or who may otherwise be able to assist – Your financial details may be shared to enable us to get a full picture of your financial situation and/or to negotiate/advocate on your behalf.
- Teams within the Council in order to provide our services e.g. Revenues and Benefits

Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at www.ico.org.uk

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details