

Crisis and Resilience Fund Privacy Notice

Introduction

This privacy notice explains how the Council uses your data to deliver the [Crisis and Resilience Fund](#).

The new Crisis and Resilience Fund (CRF) is intended to help support low-income households facing financial hardship. It will help fund activities to build individual and community financial resilience and provide some financial support to individuals experiencing financial shock.

Who will be using your data?

Nottinghamshire County Council will be the data controller for the data you provide to us for the purpose of assessing eligibility, administering and making payments under the Crisis and Resilience Fund.

We may also contract third party organisations to process your data on our behalf (e.g. suppliers of business systems such as our Business Management System).

What personal data do we use?

We collect and process personal data that you provide when applying for support from the Crisis and Resilience Fund. The information we ask for will depend on your circumstances, the type of support requested, and the answers you provide during the application process.

This may include:

- your name, address, date of birth, telephone number and email address;
- details about your household, including who lives with you and relevant household circumstances;
- financial information, such as income, outgoings, savings, bank statements, benefits, employment or work status, housing costs, rent, Council Tax, debts or other essential costs;
- evidence needed to assess your application, such as proof of identity, proof of address, bank statements or other documents showing your financial circumstances or financial shock;
- details of the financial crisis or financial shock you are experiencing, and the support you are requesting;

- information about referrals, signposting or support offered to you as part of the Crisis and Resilience Fund;
- details of our assessment and decision, including eligibility, award outcome, type of support provided, payment amount or voucher/support arrangement;
- payment information, where needed to make a payment or provide support; and
- information needed for audit, fraud prevention, reporting and monitoring of the scheme.

To assess your application, we may need information about other members of your household. Where possible, you should make them aware that their information is being provided to the Council and that it may be used to assess your application.

We will only ask for information that is relevant and necessary to assess your application, provide support, make any payment or voucher arrangement, meet reporting and audit requirements, and prevent misuse of public funds.

What types of special category personal data do we need from you?

- Health or disability details – limited to information which is relevant to your application

Why do we use your data?

- To assess and verify whether you are eligible for crisis support
- To verify your financial circumstances and the nature of your crisis
- To arrange and deliver support
- To signpost you to relevant support services
- To prevent and detect fraud, and ensure public funds are allocated appropriately
- To meet reporting requirements set by central government
- For service planning, training and improvement

What legal reasons allow us to use your data in this way?

Our legal basis for processing your personal data is that it is necessary to support delivery of a task of public interest. This means that processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

In this case, the Council is administering the Crisis and Resilience Fund, which involves assessing eligibility for financial assistance, preventing fraud, and distributing public funds to residents in financial hardship. This is a recognised function of local authorities in delivering welfare support schemes.

The legal and statutory framework supporting this includes:

- Local Government Act 1972;
- Local Government Act 2000;
- Local Government Act 2003;
- Localism Act 2011;
- Welfare Reform Act 2012;
- government guidance and grant conditions relating to the Crisis and Resilience Fund; and
- relevant duties relating to supporting vulnerable individuals and communities.

These powers and duties enable the Council to design and deliver discretionary financial support schemes such as the Crisis and Resilience Fund.

Our legal basis for processing special category personal data, such as relevant health or disability information, is that it is necessary for reasons of substantial public interest under Schedule 1 of the Data Protection Act 2018.

This includes processing that is necessary for the Council to carry out its statutory and government functions in administering the Crisis and Resilience Fund. Where relevant, this may also include processing health information to help safeguard the economic wellbeing of adults who are at economic risk.

This processing is necessary to enable the Council to assess eligibility for support, understand the circumstances of individuals experiencing financial hardship or crisis, provide appropriate support, prevent misuse of public funds, and meet reporting, audit and grant assurance requirements.

Who may we share your data with or receive it from?

- Other County Council services, if making a referral on your behalf
- Other organisations, if making a referral on your behalf – this includes borough and district councils, housing associations, the Citizens Advice Bureau, and voluntary organisations/charities
- The Department of Work and Pensions
- Contracted providers of vouchers and cheque printing services

May personal data be transferred overseas?

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards

for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

This information is held in accordance with the Council's retention schedule – see [here](#).

Information relating to your application will normally be kept for up to 7 years after your application has been completed or the scheme has ended. Your information will be securely stored during this time and will only be accessed by authorised staff.

What will happen if you do not provide or we cannot obtain the data needed?

If you do not provide the information we need, or if we cannot verify the information required to assess your application, we may be unable to determine your eligibility or provide support from the Crisis and Resilience Fund.

Does the service make decisions using fully automated processes?

No.

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data, you have the right to make a complaint to the Council's Data Protection Officer by writing to:

DPO@nottsc.gov.uk

Or

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford

Nottingham
NG2 7QP

Please see the County Council's privacy statement for further information:

<http://www.nottinghamshire.gov.uk/global-content/privacy>

Contact details of the Information Commissioner's Office:

If you remain dissatisfied after our response, you can seek advice and have the right to make a complaint to the Information Commissioner's Office at:

www.ico.org.uk

Or

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

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