

Use of your personal data

In order for you to use our Services Gateway, we (Woking Borough Council) need to collect your personal data, including your name and email address.

We will use your personal data to create an account for you on the Services Gateway. You will also be asked to input personal data for the purposes of using services related to Hometrak, Council Tax, Housing Benefit and Business Rates, depending on which you register for. Unless the law allows us to do so, the personal data you input here will not be used for any purpose other than for accessing the services on the Services Gateway.

The account details you register will not be shared with any external organisations, apart from Capita, who host the Services Gateway on behalf of Woking Borough Council.

However, for the provision of the services accessible on the Services Gateway, the personal data already collected by Woking Borough Council may be shared with external organisations:

| Service | External organisations |
|-----------------|--|
| Hometrak | <ul style="list-style-type: none">- Capita, who provide the computer system we use to administer the Housing Register- New Vision Homes, who manage the Council's housing stock and will manage your tenancy should you be allocated Council housing- Thameswey Group, who provide housing and energy services on the Council's behalf- Neighbouring local authorities or Surrey County Council- Housing associations, in order to explore other accommodation options for you- The National Fraud Initiative, in order to help detect and prevent fraud- The emergency services, in the event of an emergency |
| Council Tax | <ul style="list-style-type: none">- Capita, who provide the computer system we use to administer Council Tax- The National Fraud Initiative and DataTank Ltd, in order to help detect and prevent fraud- The Department for Work and Pensions- HM Revenue and Customs- The Valuation Office Agency, in order to calculate Council Tax banding- Sharpcat, who we use to print your Council Tax bills |
| Housing Benefit | <ul style="list-style-type: none">- Capita, who provide the computer system we use to administer Housing Benefit- The National Fraud Initiative, in order to help detect and prevent fraud- The Department for Work and Pensions- HM Revenue and Customs- Sharpcat, who we use to print your Housing Benefit documentation |
| Business Rates | <ul style="list-style-type: none">- Capita, who provide the computer system we use to administer Business Rates- HM Revenue and Customs- The Valuation Office Agency, in order to calculate Business Rates valuations- Sharpcat, who we use to print your Business Rates bills |

We will not share it with anyone else unless the law allows us to do so.

We will hold the personal data used to create your account **until you delete your account**. You can ask us to access, rectify or erase the personal data we have about you by contacting us. However, the personal data associated with the services above that we already have may be retained permanently, in some cases in connection with our legal obligations.

More information on how we collect and use your personal data and the control you have over it is available on our website:

woking.gov.uk/dataprotection