

Privacy Notice

1. Who We Are

The Crisis and Resilience Fund (CRF) is funded by the Department for Work and Pensions (DWP) and runs from the 1 of April 2026 until 31 March 2029.

The Crisis and Resilience Fund provide support to Staffordshire residents facing financial difficulties or sudden financial shocks.

2. Purpose of This Privacy Notice

The Crisis Resilience Fund receives applications from vulnerable individuals who require 1 to 1 'Crisis Payment' support, and from organisations applying for 'Crisis Payment' support on their behalf. In addition, funded organisations will carry out support with individuals by delivering resilience services within the local community to support their long financial well-being. This privacy notice exists to explain how Staffordshire County Council processes and handles information provided through these applications and resilience services.

3. The Personal Information We Collect

We collect different information depending on the application route:

Applications made directly by individuals

- Name
- Address
- Details of vulnerability – including household income and the reasons that support is required
- Contact details (phone and email)
- Names of other individuals in the household, including children
- Details of other approved professionals that are working with you
- A summary of your current situation

Applications made by professionals

- Details of the referrer – name, contact details and other basic identifiable information
- Name and contact details of the vulnerable individual
- Name and details of individuals within the individual's household
- Individual's national insurance number
- Individual's employment and income status, including benefit details
- Reasons the individual needs support as well as a summary of their current situation
- Details of additional support received and support required

- Supporting documents, such as bills, bank statements and Photo ID

Applications for funding made by businesses/organisations

- Organisational details
- Name and contact details of person making application
- In depth details of the service being proposed, and funding proposal for the service
- Organisation Financial Acumen
- Policies & Procedures

4. How We Collect Your Personal Information

Information is collected via the Crisis Resilience Fund's application forms. This can be collected directly via the individual making the application via a professional making the application on an individual's behalf or by an organisations funding application.

5. Why We Use Your Personal Information

Information provided for support for vulnerable individuals for Crisis Payments will be used to allow us to assess the application made. We will consider what kind of help might be right for the household. If there are children or vulnerable adults in the household this will be considered as part of a whole household assessment, to decide the most suitable services available. If the application does not meet the 'Crisis Payment' criteria, the application request will be declined, and we will provide advice about alternative financial or family wellbeing support by advising support from alternative organisations regarding budgeting, debt management and welfare.

We may also contact the applicant if necessary to gather further information.

Information provided under a resilience services application will be used to assess eligibility and decide if an organisation will receive grant funding.

6. Our Lawful Basis for Processing

The UK GDPR requires us to have a specific lawful basis for processing data. We must have an 'article 6' basis for processing information and an 'article 9' basis for processing sensitive 'special category' information.

The lawful basis for processing is

UK GDPR Article 6(1)(e) "the 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 controller."

UK GDPR Article 9(2)(g) “the processing is necessary for reasons of substantial public interest, meeting the following condition in the Data Protection Act 2018; Sched 1 Part 2 Para 6 Statutory and government purposes.”

7. Special Category and Criminal Offence Data

The application forms request data regarding individual’s financial situation, including details of benefits received, income and expenditure and also ask for descriptions of individual’s current situation to gauge the types of support required. These answers may contain special category data, which is any data under the following categories:

- Racial or ethnic origin
- Political opinions
- Religious beliefs
- Philosophical beliefs
- Trade union membership
- Genetic data
- Biometric data (when used for identification)
- Health data
- Sex life
- Sexual orientation
- Criminal conviction data

8. Who We Share Your Information With

Applications are stored on a system provided by a third-party data processor, Plinth. We may share information with internal services and/or trusted partner organisations who help deliver alternative support including that from Family Hubs. [Find a family hub | Staffordshire County Council](#)

9. International Transfers

We do not anticipate that we will need to transfer personal data outside of the United Kingdom (UK) or European Economic Area (EEA). If it becomes necessary to transfer data outside of the UK or EEA for any reason, we will ensure that appropriate safeguards and protections are in place in accordance with UK data protection legislation. This may include the use of adequacy regulations, standard contractual clauses, or other approved transfer mechanisms to ensure your personal data remains protected.

10. How We Keep Your Information Secure

Under the general data protection regulations (GDPR) we have a legal duty to protect any information that we hold about you. We take measures to safeguard your data and implement security standards and controls to prevent any unauthorised access to it.

This includes ensuring that Plinth, our system provider, have a data processing agreement in place and have had their security processes vetted. Information which you have provided us will be stored securely. It will only be used for the purpose(s) stated within this notice.

11. How Long We Keep Your Information

Our [retention and disposal schedule](#) give details about how long Staffordshire County Council keep data on our systems. Our application system provider, Plinth, will retain data for 1 year after the end of our contract with them.

12. Your Information Rights

You have rights under the UK's data protection law, such as the ability to request your data or ask for it to be erased. Information on these rights and how to exercise them can be found here: [Your information rights | Staffordshire County Council](#)

13. Complaints and Contact Us

Our Data Protection Officer's contact details as well as details of how to complain to the Information Commissioner's Office (ICO) can be found here: [Contact us about privacy | Your data | Staffordshire County Council](#)