

Income Support and Investigations Directorate

Income Support and Compliance Division

Benefits Compliance Unit

Data Protection Policy

The General Data Protection Regulation (EU) 2016/679 (GDPR) and the Data Protection Act, 2018 (Cap 586) regulate the processing of personal data whether held electronically or in manual form. The Benefits Compliance Unit within the Income Support and Investigations Directorate is set to fully comply with the Data Protection Principles as set out in such data protection legislation.

Purposes for collecting data

The Benefits Compliance Unit collects and processes information to carry out its obligations in accordance with present legislation. All data is collected and processed in accordance with Data Protection Legislation (CAP.586). The Benefits Compliance Unit within the Income Support and Investigations Directorate is empowered by the amendments introduced to the Social Security Act (CAP.318) by virtue of Act VI of 2006.

Recipients of data

Personal Information is accessed by the employees who are assigned to carry out the functions of the Benefits Compliance Unit. Personal Data pertaining to persons who are found not to be in compliance with the provisions of the Social Security Act will be disclosed to the Department of Social Security. Personal data will also be disclosed during Appeals in front of the Umpire when the Benefits Compliance Inspectors are summoned to testify on their findings and recommendations. Disclosure is subject to the provisions of Art.133, of the Social Security Act (CAP.318).

Your rights

You are entitled to know, free of charge, what type of information the Benefits Compliance Unit holds and processes about you and why, who has access to it, how it is held and kept up to date, for how long it is kept, and what the Directorate is doing to comply with data protection legislation.

The Data Protection Act, the GDPR, and any other related legislation, establish a formal procedure for dealing with data subject access requests. All data subjects have the right to access any personal information kept about them by the Benefits Compliance Unit either on computer or in manual files subject to the limitations as detailed in Art.133 of the Social Security Act (CAP.318). Requests for access to personal information by data subjects are to be made in writing and sent to the Data Controller, the Director of the Income Support and Investigations Directorate. Your identification details such as ID number, name and surname and address have to be submitted with the request. You will be required to present an identification document for verification purposes.

The Benefits Compliance Unit aims to comply as quickly as possible with requests for access to personal information and will ensure that it is provided within a reasonable timeframe and in any case not later than a one month from receipt of request, unless there is good reason for delay. When a request for access cannot be met within a reasonable time, the reason will be explained in writing to the data subject making the request. Should there be any data breaches, the data subject will be informed accordingly.

All data subjects have the right to request that their information is amended, erased or not used in the event the data results to be incorrect subject to any restrictions which may be required under any law – refer to CAP.586 (LN177/18).

In case you are not satisfied with the outcome of your access request, you may refer a complaint to the Information and Data Protection Commissioner, whose contact details are provided below.

The Data Controller is the Director (Income Support and Investigations) who may be contacted at:

Address: 'Palazzo Ferreria' 310 Republic Street Valletta VLT1110
Telephone: 25903280
Email: benefitscompliance@gov.mt

The Information and Data Protection Commissioner

The Information and Data Protection Commissioner may be contacted at:
Level 2, Airways House,
High Street,
Sliema SLM 1549

Telephone: 23287100

Email: idpc.info@gov.mt