

Where to get help and advice

This leaflet is based on the information in a Code of practice issued by the Treasury's Social Security Division.

If we visit you, you can ask the Inspector for a copy.

You can find a copy of the Code on the Isle of Man Government website.

Email: investigations@gov.im

Website: www.gov.im

Complaints

It is accepted that sometimes things can go wrong; it is important that we are aware that a complainant is unhappy with our service. In the first instance it is best practice for the complainant to speak to the person they have been dealing with and explain their complaint, or speak to the manager of the service area to determine if the complaint can be resolved straight away. If the complainant is still not happy, they should see leaflet SSD 21 – Social Security – Comments, Compliments and Complaints available from any Social Security office.

Contact details

**The Treasury
Social Security Division
Markwell House
Market Street
Douglas
Isle of Man
IM1 2RZ**

Email: socialsecuritycomments@gov.im

Website: www.gov.im



Social Security

Inspector's Powers Obtaining Information

**A guide for employers,
contractors, self-employed people,
pension providers and licensing
authorities**

Social Security Division
Markwell House, Market Street
Douglas, Isle of Man. IM1 2RZ
www.gov.im

The Treasury
Yn Tashtey

Why we need information

Sometimes people who get benefits do not tell us everything we need to know. They may not tell us that they are working or getting money from a pension. This is called undeclared work or pension payments. They could have told us they are working certain hours or that they are limited in their day to day activities if this is not true then its called misrepresentation.

We need to investigate this as it may be against the law.

When we are looking into suspicions we need to check the information provided in relation to the benefit(s) claimed.

We try to find out from people who are defined in legislation as being in a work relationship with, or providing a pension payment to, the person we are asking you about.

If you have been given this leaflet, we think you are someone who has access to the information we need.

Information we need

We may ask you for:

- Employees' names
- Wage details
- Job descriptions
- Details of related work place alterations/adjustments
- Periods of work
- Conditional hours
- Terms of employment (for example employee, sub-contractor or self-employed)
- Bank details (bank account numbers and addresses)
- Staff or payroll numbers
- National Insurance numbers
- Home addresses
- Dates of birth
- Details of goods supplied for personal sale
- Licence details
- Dates and details of pension payments

The Law

The Law says we can ask for this information under the Social Security Administration Act 1992 as it has effect in the Island (the Administration Act), sections 109B(1) and 109C.

Who can ask for information

Staff who have a certificate of authorisation can ask you for the information. They are called Authorised Inspectors and they will show you their identity card if they visit. The certificate is authorised by the Treasury in accordance with Section 109A of the Administration Act.

How we will contact you

We may ask you for information by writing to you, or by visiting.

If we need to visit, we will usually agree a suitable time with you. We may not always be able to do this for operational reasons.

Entry to premises

Authorised Inspectors cannot force their way into places where people work. They can only come in if you agree that they can. It is also up to you if they can stay to get the information they need.

Taking documents away

If we need to copy information and this cannot be done where you work, we may want to take it away. We will only do this if you agree. We will give you a receipt and return it as soon as we can.

Data Protection Legislation

You will not be in breach of Data Protection Legislation, as Schedule 9, Part 1 of the GDPR and LED Implementing Regulations 2018, allows you to release this data.

If you do not give us information

When we first ask you for information you may want to get advice before you give it to us. After that if you still do not give us the information we ask for, we may take legal action. We can also do this if you intentionally delay or obstruct an Authorised Inspector from their investigation. This is covered by section 111 of the Administration Act.