

Privacy Notice

Council Tax

Why we collect personal information

Brentwood Borough Council is a data controller. This means we need to collect your personal data so we can carry out our statutory duty to bill, collect and enforce payment of Council Tax. We will only collect the personal data from you, internal departments and external organisations that we need in order to do this.

The information we collect

- Name
- Address
- Bank details (if you choose to pay by direct debit)
- Date of birth (of people in your household who are approaching the age of 18 and may affect your Council Tax liability)
- Phone Number - you do not have to provide this but if you do we may use your phone number to contact you about your application for a reduction in your Council Tax charge
- Email address - you will have to provide this if you wish to access your Council Tax account details online. You may choose to provide this if you wish us to contact you by email regarding your Council Tax
- Health information (if you claim a disability band reduction or severely mentally impaired reduction).

The data is collected through:

- Emails
- Post
- Phone
- Website
- Social media (Facebook, Twitter and Linked in) we use social media for the purpose of tracing employment details where there is an outstanding debt to be recovered

The purpose for processing your information

We do this as a task carried out as a legal obligation and public interest. Council Tax billing, collection and enforcement processes are supported by legislation laid down by the Government. We are legally able to require that information is provided and also to impose penalties if information properly requested is not provided, is incomplete or knowingly incorrect.

The relevant legislation is The Local Government Finance Act 1992

Who we share your information with

Your information will initially be administered by the Council's Revenues & Benefits Service. However, we may share your information with other bodies. We have a public interest reason, which is supported by legislation, to share your data with HM Courts and Tribunals Service, Cabinet Office (National Fraud Initiative), Her Majesty's Revenues and Customs, Vigilant Apps Limited, Mag:Net Solutions Limited, Equifax Ltd, Rossendales Ltd, Newlyn PLC, Phoenix Commercial Collections Ltd, oneSource, Reventus, Rundles, Hambury Tilmond or The Office for National Statistics (ONS) for the purpose of preventing and detecting fraud and error or recovering unpaid Council Tax.

We will never sell your data. However, we may share some of your personal information with third parties to:

- pursue people or companies who owe us money. We may share your information with debt collection agencies.
- help business partners, suppliers and sub-contractors to deliver any contract we enter with them for you.
- help us if we are need additional professional or legal advice on a matter relating to you.
- help prevent fraud. We may share your information with credit reference agencies and other companies for use in credit decisions. Credit agencies may record these searches, but that will not affect your credit standing.
- to improve and optimise the performance of our websites and social media accounts. Analytics and search engine providers that we use can collect your data when you interact with us online. However, they will aggregate and anonymise the information, meaning we can't identify any individual personally.
- work out if a grant we have spent was successful in achieving its aims. This could be funding from a Government or a grant from a local, regional or national organisation such as Sport England and National/Heritage Lottery Fund. However, they will aggregate and anonymise the information, meaning we can't identify any individual personally.

Providing accurate information

We need to hold accurate and up to date information about you so that we can deliver appropriate services. If any of your details change, you need to tell us as soon as possible so that we can update your records.

We will not:

- use your information for marketing or sales purposes without your prior explicit consent.
- send or store your data abroad unless it meets the requirements of the Data Protection regulations.
- make decisions about you based on automated processing.

How long we keep your information

We will keep all records relating to Council Tax for you as long as you have an ongoing liability with us, up to a maximum of 6 years plus current year.

Your rights

The GDPR provides the following rights for individuals:

- The right to be informed – this relates to how we use your personal data
- The right of access - You can ask for access to the information we hold on you
- The right to rectification - You can ask to change information you think is inaccurate
- The right to erasure - You can ask to delete information (right to be forgotten) in certain circumstances
- The right to restrict processing - You can ask to limit what we use your personal data for
- The right to data portability - You can ask to have your information moved to another provider
- The right to object – You can object to the processing of your personal data in certain circumstances
- You also have rights in relation to automated decision making and profiling

You can find more information here:

<http://www.brentwood.gov.uk/index.php?cid=2879>

<https://ico.org.uk/>