

# Privacy Notice for Council Tax

## Purpose for processing your information

To enable the Local Authority to issue Council Tax Demands and recovery notices, determine and collect liabilities, assess entitlement to reductions and identify changes which may impact on the Valuation List

## We collect the following information:

- Personal and family details
- Household information
- Company Information
- Tenure details
- Land Registry details
- Financial details
- Insolvency status
- Employment and education details
- Forwarding and/or contact addresses
- Physical or mental health details where it supports a claim for a reduction or to support our vulnerability policy
- Payment details
- Bank details for Direct Debit and/or refunds
- Changes to the physical property
- National Insurance Number
- DWP Benefit allowances
- Contact Details including telephone numbers and email addresses

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

## How we collect your information

We collect information in a number of ways e.g. letter, phone, email, face to face, online forms from a number of different sources including you, estate and letting agents, solicitors, enforcement agents, housing associations, internal departments, insolvency records, register of deaths, Valuation Office Agency, other Local Authorities and credit reference agencies.

## Who the information is shared with

We will share information with other internal departments, enforcement agents, employers, Valuation Office Agency, DWP or where consent has been given with 3<sup>rd</sup> parties including voluntary organisations e.g. Citizens Advice Bureau, other local authorities and Central Government for the production of statistics.

## How long do we keep your information?

6 years except where required for maintenance of the Council Tax valuation list.

## Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Access the information we hold on you.
- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [request](#) page.

### **If you have any concerns**

Please contact us if you would like to know more about the information we hold about you and how we use it [www.harrow.gov.uk/evidenceform](http://www.harrow.gov.uk/evidenceform)

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [request](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

### **Automated Decision Making**

There are a number of automated processes linked to our online forms e.g. Direct Debit, Moves form which will, subject to certain business rules automatically update our system. There are also other automated processes which will create a trigger to produce a new bill or select a case for recovery action as well as progressing recovery once a liability order has been granted.

You can request this decision is reviewed by a member of staff if you would like and details about how to do this can be found on our website.

Visit our [request](#) page

### **Changes in your circumstances**

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.