

The following information applies to **Non-Domestic Rates (Business Rates)**

Data Controller:

Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Data Protection Officer:

Nicola Hesketh
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Email: data-protection@tamworth.gov.uk

Retention:

Records are kept in accordance with the Council's disposal schedule and we will not keep your information for longer than necessary. Our Retention Schedule can be found at:

<https://www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf>

Rights: You have certain rights under UK Data Protection law including:

- The right to be informed
- The right of access to your personal data
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

All rights may not be available to you in all circumstance. Further information about your rights is available on our website at: <http://www.tamworth.gov.uk/privacy-notice> or the ICO Website at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Information Collected

Name

Address

Email

Phone number

Financial information

Bank details

Rateable Value

Liability periods

Rates payable

instalment plan

recovery records

Correspondence, notes of telephone calls and e-mails that is received by the Council in relation to your Business rates account

“Special” category Information Collected

Health

Details of vulnerability

Purpose Collected

We use your personal information in the administration of Business Rates in accordance with the Local Government Finance Act 1988 to ensure Business Rate charges are correct, ensure you receive any reductions or support that you are entitled to and in issuing Business Rate Bills. We will also use your information to collect and receipt payment and to action nonpayment, including the issue of recovery documents and notices, referring cases to courts as deemed necessary and appointing enforcement agencies to recover unpaid Business Rates.

We will use your personal information to process appeals received against Business Rate liabilities including attendance at tribunals as necessary.

We pass information on to the Valuation Office Agency to enable them to maintain the Valuation List.

We will use your information for the prevention and detection of fraud under Digital Economy Act 2017 (Part 5), to ensure the electoral register is accurately maintained in accordance with Section 9A of the Representation of the People Act, to assist with debt management and the collection of money owing to the Borough Council such as rent or other sundry debts and to identify empty homes across the borough in accordance with Local Government Finance Act 1992

Legal Purpose

We will only use your personal information when the law allows us to. Most commonly we will use your personal information under **Legal Obligation** as the processing is necessary for us to comply with the law namely:

- Local Government Finance Act 1988
- Rating (Empty Properties) Act 2007
- The Non-Domestic Rating (Unoccupied Property) Regulations 1989
- Local Government Act 2003
- Local Government Finance and rating Act 1997
- Tribunals Courts and Enforcement Act 2007

The list is not intended to be exhaustive.

We also process your information under **Public Task** as the processing is necessary for our official functions, and the task or function has a clear basis in law namely administering, recovery and enforcement of Non-Domestic Rates in accordance with the above legislation.

Some of your information may also be used for:

- to assist with debt management and the collection of money owing to the Borough Council such as rent, Council Tax, or other sundry debts
- Notifying relevant Council Officers if the circumstances relating to a property changes

Third Parties we might share information with

We will share your personal information with third parties where required by law or where it is necessary to administer your Business Rates account. In circumstances where sharing your information is not required by law or is necessary to provide administration, we will collect your consent that the information can be shared. Examples of the organisations we may need to share information with are below, this list is not exhaustive:

Valuation Office Agency

Enforcement Agents

Ministry for Housing Communities and Local Government

HM Revenues & Customs

Police

Other Local Authorities

Courts

Ombudsman

VTS

Call Credit

Experian

Banks

Other bodies responsible for detecting fraud or auditing or administering public funds

Bacs/C Series/BottomlineCAB & authorised representatives

Tamworth Borough Council -

Environmental Health

Licensing Department

Benefits Department

Housing Department

Council Customer Services Department

Council Planning Department

Council Finance Department

Council Audit Department,

Council Economic Development,
Audit Department
LLPG & Gazetteer

Where feasible, we will apply the same principles to a company or organisations' data as we would to an individual. Legislation, in particular (the Freedom of Information Act 2000) requires the authority to disclose information it holds. In particular, we are required to disclose the following information in respect of Business rates:

- Name of liable party
- Amounts of rates payable
- Property info (such as address, property reference, rateable value etc)
- Any reliefs awarded
- Whether the property is occupied or vacant.
- Any accounts which have been overpaid.

This information is available on our website at: <http://www.tamworth.gov.uk/disclosure-log>

Personal data pertaining to ratepayers who are individuals is redacted.

Third Parties – Which third parties process my personal information?

Third-party service providers include contractors and designated agents. The following third-parties process personal information about you for the following purposes:

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Capita – The Council's IT provider Capita may have to access the non-domestic rates system on occasions where there is a fault

PSL – The Council's postal distributor PSL will have access to your personal information for the purpose of distributing Council Tax bills and Reminder Notices and other correspondence.

I Mail - The Council's postal distributor PSL will have access to your personal information for the purpose of distributing Council Tax bills and Reminder Notices and other correspondence.

Civica - The Council's IT provider Civica may have to access the document imaging system on occasions where there is a fault

Cseries – The Council's Financial System Provider Cseries may have access to your personal information on occasions where there is a fault

Bottom-line - The Council's Financial System Provider Bottom Line may have access to your personal information on occasions where there is a fault

Bacs – The Council's Financial System Provider Bacs may have access to your personal information financial information on occasions where there is a fault.

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with the GDPR regulations. Our third-party service providers are not permitted to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your personal data is processed (including storage) within the European Economic Area only

More information

Tamworth Borough Council's Privacy Notice can be found at: <http://www.tamworth.gov.uk/privacy-notice> or a hard copy provided upon request.

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance. Alternatively, you can [contact the Information Commissioner's Office](#).

This Privacy Notice may change from time to time and will be subject to annual review. The last known update/review date can be located at the top of the page.

By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with others.