

The following information applies to Council Tax.

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 circumstances. 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 of properties for which you have Council Tax liability

Email

Phone Number

DOB

Financial Information

Bank details

Address and account details in relation to your Council Tax liability/ies

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

Household details which informs decisions to be made in respect of discounts/discount disregards/exemptions

“Special” category Information Collected

Health

Details of vulnerability

We may process special categories of personal information in the following circumstances:

- We will use information about your physical or mental health, or disability status to administer discounts and exemptions.

Purpose Collected

Section 1 of the Local Government Finance Act 1992 gives the Billing Authority the power to levy and collect Council Tax payable in respect of dwellings situated in its area.

We will use your personal information in the processing of Council Tax to ensure Council Tax charges are correct, ensure you receive any reductions or support that you are entitled to and in issuing Council Tax 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 Council Tax.

We will use your personal information to process appeals received against Council Tax 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:

- Council Tax (Administration and Enforcement) Regulations 1992
- this is just Business Rates only
- Local Government Finance Act 1992
- The Council Tax (Discount Disregards) Order 1992
- The Council Tax (Exempt Dwellings) Order 1992
- Local Government Finance Act 2012
- Localism Act 2011
- Tribunals Courts and Enforcement Act 2007
- Local Government Act 2003

The list is not intended to be exhaustive

We also process your personal information for us to perform our **Public Task** as the processing is necessary for our official functions, and the task or function has a clear basis in law, namely administering Council Tax payments in accordance with the above legislation.

Some of your information may also be used:

- to safeguard adults, and children under the Children's Act 1989
- to detect and prevent issues relating to environmental health under the Environmental Protection Act 1990, Part III, section 79
- for the purpose of consumer protection under the Consumer Rights Act 2015

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 Council Tax 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 - the Council may share your details in order to obtain a Council Tax band for your property.

Enforcement Agents

Department Work and Pensions - the Council may share your details for the purpose of enforcing a Court Liability Order to make an attachment to your benefits.

Ministry for Housing Communities & Local Government

Police

HM Revenues & Customs

Other Local Authorities

Courts

Ombudsman

VTS

Employers

CAB & similar organisations/authorised representatives

Health & Social Care organisations

Call Credit

Experian

Allpay

Banks

Bacs/C Series/Bottomline

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

Tamworth Borough Council -

Elections Department

Benefits Department

Housing Department

Licensing

Elections Department

Cemeteries Service,

Payroll Department

Planning Department

Economic Development,

Environmental health,

Customer Services,

Finance ,

LLPG & Gazetteer,

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 Council Tax system on occasions where there is a fault, releases/interfaces

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 –financial information for the administration of Council Tax

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.