

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to manage and monitor the correct administration of statutory payments to the council (such as Council Tax).

Date of Issue: 06 August 2019

Update History:

13 March 2020	First issue of a new Privacy Notice
13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Resources  
Service: Finance and Property  
Team: Revenues and Benefits

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:  
[www.westberks.gov.uk/dpofficer](http://www.westberks.gov.uk/dpofficer)

## What data will we collect about you?

Some data is essential – we can't work out a Council Tax bill without it. Other information is optional – it's usually used for exemptions/discounts. However, if you choose not to tell us something, you may miss out on a discount you could have received. When we are working out the bill we'll ask you for the information shown below. Mandatory information is marked with a \*;

1. Personal details\*:
  - a. Your full name and address
  - b. The full names of every adult who lives in the property
  - c. What legal interest you all have in the property, i.e., do you own or rent the property ?
  - d. The date you moved in or out
2. Health information:
  - a. For some discounts/exemptions we may ask for health information.
  - b. This could be include if any residents have a mental or physical disability
  - c. We may also ask for your doctor or hospital consultant's details.
3. Financial information:
  - a. Bank or building society details
  - b. Your income, benefits received and expenditure
  - c. Details of any debts and who you owe the money to
  - d. Bank and building society details, account balances and savings
4. Employment details:
  - a. If you're working we may ask for your employer's name
  - b. We may also ask for your hours of work, pay and deductions
5. Religion:
  - a. For some discounts we may ask for your religion.
6. Education details:
  - a. For some exemptions/discounts we need to know about your course and where you are studying.
7. Preferred contact:
  - a. You can choose to give a telephone number and/or email address.

### **What will we use your data for?**

1. Personal details. We use these to identify you.
  2. Health information. Some reductions/discounts/exemptions are available due to disability. The information is used to see if you qualify.
  3. Financial information. If you would like to pay by direct debit we will need your bank details. If you do not pay your bill we may take legal action. If this happens we will ask for further financial information. Legally you will be required to provide this information.
  4. Employment details. If you do not pay your bill we may take the money from your wages. We are allowed to do this under the Council Tax (Administration and
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Enforcement) Regulations 1992. We will only ask for these details if you do not pay your bill.

5. Religion. Some discounts and exemptions are available to religious groups. The information is only collected to establish if you qualify. Examples of this may relate to properties held for ministers of religion or properties that are monasteries or other religious communities.
6. Education details. Some exemptions/discounts are available to students. This information is used to see if you qualify.
7. Preferred contact. You can choose to tell us your telephone number and/or an email address. We use these to contact you more quickly if we have any questions.

### **Who will see your data?**

Your data may be shared with other internal council services where the council identifies a “legitimate” processing purpose. This is on a case-by-case basis; and your data will never be used for commercial purposes, sold or otherwise used in a way that negatively affects your rights or freedoms.

1. Her Majesty’s Revenues and Customs - this authority is responsible for tax, payments and customs for the UK. Your information may be shared for statistical purposes and be anonymized.
2. Police - your personal information may be shared for the prevention and detection of crime. We have a duty to do this under:
  - The Road Traffic Act (1988)
  - The Crime and Disorder Act (1998)
  - The Police and Criminal Evidence Act (1984)
  - The Prevention of Terrorism Act (1989)
3. Environmental Health teams - these teams may request your personal details if there is a problem with your home. They are allowed to do this under the Housing Act 2004. We can also share your information for the prevention and detection of crime. We have a duty to do this under the Crime and Disorder Act (1998).
4. Debt collection agencies.  
If we employ outside debt collection agencies to collect unpaid tax we will have data sharing agreements with these agencies. These agreements strictly control how they store and use your personal information. We are allowed to do this under the Council Tax (Administration and Enforcement) Regulations 1992.

We will only share your name and contact details with these agencies. Your health and financial information is not shared with anyone.

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5. Credit reference agencies. We may use credit reference agencies to find people who owe council tax. We are allowed to do this under the Council Tax (Administration and Enforcement) Regulations 1992.

We will only share your name with these agencies.

6. NHS Counter Fraud Authority. Your personal information may be shared for the prevention and detection of crime. We have a duty to do this under the Crime and Disorder Act 1992.
7. National Crime Agency. Your personal information may be shared for the prevention and detection of crime. We have a duty to do this under the Crime and Disorder Act 1992.

### **Why are we doing this?**

As well as the various legislation referenced above, we are legally processing your data under the requirements of:

- The Local Government Finance Act 1992
- Council Tax (Administration and Enforcement) Regulations 1992

This is covered in the General Data Protection Regulations as a legal basis for processing under Article 6 (c).

As such, there is no legal right to refuse processing as we are legitimately required to do so by UK law. There's more on your rights below (see "Your Rights").

### **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention) ).

### **How is your data stored and processed?**

Your data will be held on the Council's secure network and will be protected using up-to-date technical and organisational security measures. The Security Management System is certified to ISO27001 and ISO 27002 standard. The Quality Management System is certified to ISO 9001.2008 (TickIT) standard

### **Transfer overseas**

Your data will not be stored or sent outside of the UK.

### **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

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## Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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