

Privacy Notice

Income and Assessment Debtors Team

Direct Debit Forms

Halton Borough Council is the Data Controller for the personal information you provide.

Halton Borough Council's Data Protection Officer can be contacted on 0151 511 7003 or by email to Peter.Richmond@halton.gcsx.gov.uk

Why do you need my information?

The information we have asked you to provide on this application is in line with the banking regulations in relation to the Direct Debit Scheme. The information you have provided is required in order for us set up the Direct Debit you have requested in relation to a payment to the Council.

What legal basis allows you to use my information?

Processing is necessary for **compliance with a legal obligation** to which Halton Borough Council, as data controller, is subject.

Who will my information be shared with?

In some cases we may share your information with other council departments and external government agencies such as Department of Works and Pensions, Pension Service, Audit and the police. Sharing of any information will only ever be in relation to the detection or prevention of fraud and error, financial abuse and recovery of debts owed to the Council, or to ensure maximisation of your benefit entitlement.

How long will you keep this information for and why?

Information you provide to us on this application will be retained for 7 years in line with the Council's Retention Policy.

How will my information be stored?

Your personal information will be stored electronically on Halton Borough Council's secured network.

Will this information be used to take automated decisions about me? No

Will my data be transferred abroad and why? No

What rights do I have when it comes to my data?

- Right to be informed – through this Privacy Notice
- Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.
- Right of Access - You have the right under the Data Protection Act 1998 (General Data Protection Regulation 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used download a copy of our form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to Information Governance Service, Halton Borough Council, Service Improvement Division, Municipal Building, Widnes, WA8 7QF or email informationgovernanceservice@halton.gov.uk

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Officer by writing to: Data Protection Officer, Information Governance Service, Halton Borough Council, Municipal Building, Widnes WA8 7QF'.

You also have the right to complain to the Information Commissioner's Office using the following details: -

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 08456 30 60 60 or 01625 54 57 45 Website: www.ico.org.uk