

Halton Borough Council

Corporate Income – Privacy Notice

Who is the Data Controller for the Information I provide?

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.

We collect and hold information about you in order to ensure that any payments that you make to the Council are allocated to the correct account.

Why do you need my information?

We need to collect and hold information about you in order to:

- Process financial transactions, including payments you make to the Council and Halton Housing Trust
- Update your customer record or account
- Confirm your identity to provide some services
- Contact you
- Understand your needs to provide the services that you request
- Prevent and detect fraud or money laundering

We may not be able to provide you with a service unless we have enough information and your permission to use that information.

What legal basis allows you to use my information?

The legal basis which allows us to use your information for the collection of Council Tax and Business Rates is the Local Government Finance Act 1992.

The processing is necessary for the Council to perform a task in the public interest, this being the collection and reconciliation of local revenue.

Do I have to provide this information and what will happen if I don't?

Yes. If you don't provide this information the Council will be unable to allocate your payment to the correct account.

Who will my information be shared with?

Your information may be shared with:

- The Council's Payment Kiosk Provider
- The Council's Payment Portal Providers
- Halton Housing Trust (For Housing Rent payments)
- Her Majesty's Revenues & Customs (HMRC)
- Other internal Council departments for the assessment of tax, the prevention of crime and the fulfilment of statutory and other public functions
- Enforcement agencies for the collection of tax and other monies owing to the Council
- Other local authorities and public bodies where the law permits
- Employers where an attachment of earnings order is required
- Private organisations contracted to undertake Council functions

- The Cabinet Office (who are a government department), for the purposes of a data matching exercise called the National Fraud Initiative. The purpose of the exercise is to detect fraud and error. The Council is legally required to participate in this exercise and your data may be passed on to other public bodies to investigate any matches.
- Any other person or organisation acting on your behalf providing you have given express consent

How long will you keep this information for and why?

Computerised account information held within the Council's financial and income collection systems will be kept indefinitely to enable transaction queries to be resolved.

Documents and emails will be retained for seven years in accordance with the Council's Records Retention Policy.

How will my information be stored?

Your data will be stored by Halton Borough Council electronically in databases on a secure network and/or securely in paper form.

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?

You have the right under the Data Protection Act 1998 (General Data Protection Regulation) 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

Alternatively you can 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

----- END OF PRIVACY NOTICE -----