

Data Protection Privacy Notice

Service: Revenue and Benefits Service
Team: Council Tax
Processing activity: Administration of Council Tax

The Data Controller

East Devon District Council's Revenues and Benefits Service
Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.
Contactable by emailing counciltax@eastdevon.gov.uk or by calling 01395 517446.

The Data Processor

For the purposes of the review of the single person discount, Liberata UK will process data on the council's behalf:
Liberata UK Ltd, 2nd Floor Front, 60 Cheapside, London EC2V 6AX

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

We are likely to have been provided with the information by you as an East Devon property owner or resident, although we may have been provided with your name and address by previous or new occupiers, owners or agents. We may also obtain information about you, your household and your employment and income details from the Department for Work and Pensions, HMRC, employers, Landlords and agents, courts, other local authorities, Tracing Agents, credit checking companies and other internal service areas including Planning, Housing, Electoral Registration, Environmental Health and Benefits.

Use of your personal information

We are using your personal information for the purpose of administering Council Tax (including billing, collecting and enforcement of council tax, maintaining a database of chargepayers, applying relevant exemptions or discounts, and consulting on or implementing council tax reduction scheme changes) on the basis of a legal obligation and public task under the Local Government Finance Act and associated legislation.

We may sometimes require additional information, including bank/payment details in order to issue refunds as a result of overpayments and/or in line with national guidance. If we ask for this detail, it will only be in relation to a specific, stated refund and the details will not be used for any other purpose.

We may use information from your council tax reduction claim to administer refunds and support as part of national government support schemes and other discretionary funding available.

Where we are processing special category information, relating to health or disability, we will only process this with your consent.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Revenues and Benefits Service for the purpose of assessing and collecting your payment and by our Income & Payments Service for the purpose of processing your payment.

Information about you, your household, your account and residential status may also be shared with other service areas including Planning Enforcement, Building Control, Housing, Electoral Registration, StreetScene (Waste Management), Legal Services, Business Rates and Environmental Health for the purpose of carrying out our regulatory functions and legal obligations including those under the Town and Country Planning Act, Building Act / Building Regulations, Homelessness Reduction Act 2017, Housing Act 2004, Housing and Planning Act 2016 and the Environmental Protection Act and for the purpose of identifying and preventing fraud.

Information about debts owed by you to the council may be provided to the insolvency service in response to requests received under the The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk

Externally, we may share information about you, your household composition, your account and your payment details with other billing authorities for the purpose of assessing liability and other financial institutions; with enforcement agents and insolvency firms for the purpose of debt collection, with the Valuation Office Agency for property banding purposes; and with the Child Support Agency, NFI, The Insolvency Service, employers and HMRC and courts and tribunal service and police for the purposes of administering council tax including assessing liability and enforcement and for fraud identification and prevention.

Where an individual discount or reduction is applied, such as the single person discount, we work with an external data processor to assess ongoing eligibility. Qualifying data will be shared with the data processor and their data matching partner to enable them to accurately review entitlement. This data will be matched with other relevant records such as electoral roll, marriage records, Government DDRI and HALO although this data is not accessed individually by the data processor. We will share your name, address and contact details with our data processor who will then be required to make contact with you regarding your eligibility for the discount where data matches reveal evidence of other residents at the property.

Regularly updated information relating to council tax accounts and status will be shared with the Office for National Statistics (ONS) for the purpose of national statistical analysis. This will include account holder names, council tax banding, eligibility for reductions, payments, exemptions and discounts and non-payment penalties.

Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your billing information is processed by external printers acting on the council's behalf.

With your consent, we may also share financial information with welfare and advice agencies for the purpose of administering council tax.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

As we are processing your personal data on the basis of public task you also have the right to object and the right to restrict processing and where we are processing special category data with your consent, you have the right to withdraw your consent.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

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

Tel: 0303 123 1113

Information Commissioner's Office [website](#)