

Privacy Notice for Business Rates

Purpose for processing your information

To enable the Local Authority to issue Business Rate (National Non Domestic Rate NNDR) Demands and recovery notices, collect liabilities, assess entitlement to reductions and identify changes which may impact on the Valuation List

We collect the following information:

- Personal details
- Company details
- Tenure details
- Financial details
- Type of Business
- Forwarding and/or contact addresses
- Payment details
- Bank details for Direct Debit and/or refunds
- Changes to the physical property
- Contact Details including telephone numbers and email addresses

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information

Information could be collected from:-

You
Estate & Managing/Letting Agents
Solicitors
Enforcement Agents
Valuation Office Agency (VOA)
Other Internal Departments
Other local authorities

Information will be collected using different methods including letter, phone, email, face to face, online forms, electronic transfer of information from central government departments mainly VOA.

Who the information is shared with

We will share information with

You and any representatives that you have authorised and notified to Harrow Council
Council staff employed to administer and collect Business Rates
Other Harrow Council departments
Enforcement agents and relevant courts for enforcement action purposes
Valuation Office Agency, or where consent has been given, with 3rd parties including voluntary organisations e.g. Citizens Advice Bureau
An external company that administers and collects Business Rates on behalf of Harrow Council
Other local authorities
Relevant Government departments and their representatives

Information will usually only be shared to issue Business Rate (National Non Domestic Rate NNDR) Demands and recovery notices, collect liabilities, assess entitlement to reductions, identify changes which may impact on the Valuation List and for statistical and associated reporting purposes required by relevant Government departments.

How long do we keep your information?

6 years except where required for maintenance of the rating list, or as otherwise specified in statute or statutory guidance issued.

Your rights and access to your information

You have the right to request a copy of the information that we hold about you. The General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit www.harrow.gov.uk/subjectaccess

If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it www.harrow.gov.uk/brateseevidence

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit www.harrow.gov.uk/subjectaccess

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

Automated Decision Making

There are automated processes which will create a trigger to produce a new bill or select a case for recovery action as well as progressing recovery once a liability order has been granted. .

You can request this decision is reviewed by a member of staff if you would like and details about how to do this can be found on our website.

Visit www.harrow.gov.uk/subjectaccess

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.