

# Privacy Notice for Council Tax

## Purpose for processing your information

To enable the Local Authority to issue Council Tax Demands and recovery notices, determine and collect liabilities, assess entitlement to reductions and identify changes which may impact on the Valuation List.

## We collect the following information

- Personal and family details
- Household information
- Company information
- Tenure details
- Land Registry details
- Financial details
- Insolvency status
- Employment and Education details
- Forwarding and/or contact addresses
- Physical or mental health details where it supports a claim for a reduction or to support our vulnerability policy
- Payment details
- Bank details for Direct Debit and/or refunds
- Changes to the physical property
- National Insurance Number
- DWP Benefit allowances
- 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

We collect information in a number of ways e.g. letter, phone, email, face-to-face, online forms from a number of different sources including you, estate and letting agents, solicitors, Civil Enforcement Agents, Housing Associations, internal departments, insolvency records, register of deaths, Valuation Office Agency, other Local Authorities and credit reference agencies, approved suppliers of Harrow Council such as Datatank who carry out reviews for Council Tax discounts, exemptions and reliefs and Capita Business Services Limited who process Council Tax work on behalf of Harrow Council and suppliers acting as agents for central government including the National Fraud Initiative (NFI).

## Who the information is shared with

We will share information where appropriate in the circumstances with other internal departments, Enforcement Agents, employers, Valuation Office Agency, DWP, Magistrates Court, County Court and other judicial courts and Insolvency Practitioners.

Where prior consent has been given, we may share your information with 3<sup>rd</sup> parties including voluntary organisations such as the Citizens Advice Bureau and an appointed power of attorney.

We may also share your information with other Local Authorities and Central Government for the reporting and production of statistics.

We will share information with suppliers that are contracted to Harrow Council to provide support for Council Tax services such as third party resilience and printing and mailing service providers. We may pass your information to other departments within the council, such as electoral registration and

planning enforcement. We may also pass your information to other agencies or organisations such as HM Revenues and Customs, and debt enforcement agencies, as allowed by law.

We may also get information about you from certain third parties or give them information to ensure the information is accurate and to prevent/detect crime and protect public funds. This includes Credit Reference Agencies, Police, Electoral Registration, HMRC, Land Registry, Datatank, Simon Horsington and Associates and National Fraud Initiative (NFI).

We will not disclose your personal information to third parties for marketing or sales purposes or for any commercial use, and we will not use your personal data in a way which may cause you harm.

## **How long do we keep your information?**

We will generally hold data for six years except where required for maintenance of the Council Tax valuation list.

## **Your rights and access to your information**

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation (GDPR) also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Access the information we hold on you
- 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, please visit [Subject access – Freedom of information – Harrow Council](#)

## **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 [Council Tax evidence – Evidence upload form – Harrow Council](#)

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 our request page: [Subject access – Freedom of information – Harrow Council](#)

If you are not happy with the Council's response you have a right to complain to the Information Commissioners Office (ICO). You can report a concern by visiting the ICO website: [Make a complaint | ICO](#)

## **Automated decision making**

There are some automated processes linked to our online forms such as Direct Debit payment form, occupation / vacation form and single person discounts form, which will, subject to certain business rules being met, automatically update our core Council Tax system. There are also other automated processes which will create a trigger to produce a new bill or select a case for enforcement action as well as progressing enforcement action once a liability order has been granted by the Magistrates Court.

You can request this decision is reviewed by a member of staff if you wish and details about how to do this can be found on our website: [Subject access – Freedom of information – Harrow Council](#)

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### **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.

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