

Merthyr Tydfil County Borough Council PRIVACY NOTICE

Council Tax Collection

This notice has been written in accordance with the General Data Protection Regulations and relevant legislation.

Information Governance Team

Lisa Richards - Data Protection Officer

Sam Bishop - Data Disclosure and Records Officer

Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN
Data.Protection@merthyr.gov.uk, 01685 725000



Cyngor Bwrdeistref Sirol
MERTHYR TUDFUL
MERTHYR TYDFIL
County Borough Council

Date Created: 25 May 2019
Responsible Department: Corporate Services
Responsible Manager: Mike Parry
Address: MTCBC, Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN

This privacy notice provides information on how Merthyr Tydfil County Borough Council collects and processes your personal data when we are administering the accounts held relating to residents of Merthyr Tydfil County Borough Council for Council Tax purposes.

Merthyr Tydfil County Borough Council is responsible for deciding how we hold and use personal data we collect. We are required under the data protection legislation to notify you of the information contained in this privacy notice. This notice does not form part of any contract to provide services. We may update this notice at any time if we do we will ensure that an updated copy of this notice is made available to you as soon as reasonably practical.

It is important that you read this privacy notice together with our Privacy Standards Policy and full privacy notice which contains more detailed information about our data processing and can be accessed on our website.

This notice relates specifically to how the Revenues and Benefits Department uses your personal data in order to bill, collect and recover Council Tax and Business Rates, which includes how the Department collects your personal data in order to assess whether you are eligible for our Council Tax Reduction. We will only collect the personal data required in order to provide these services to you and process your data in a fair and lawful way.

1. IMPORTANT INFORMATION AND WHO WE ARE

Merthyr Tydfil County Borough Council is the controller and responsible for your personal data. The Council is made up of different departments, details of which can be found on our website. When we mention the department, we are referring to the Revenue and Benefits Department who is responsible for processing your data for the services detailed in this privacy notice.

This notice applies to the clients and customers of the Department which includes individuals who are paying or are responsible for paying Council Tax within the County Borough and the families of those residing in the property of those responsible for paying Council Tax.

Merthyr Tydfil County Borough Council has appointed a Data Protection Officer who can be contacted using the following details:

Mrs. Lisa Richards (Data Protection Officer)

Address: Information Governance Team, Merthyr Tydfil County Borough Council, Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN

Email: data.protection@merthyr.gov.uk

Tel: 01685 725000

2. THE DATA WE COLLECT ABOUT YOU

We may collect, use, store and transfer different kinds of personal data about you in order to administer Council Tax as follows:

- Personal descriptors such as your title, name including middle, last and previous names, other names such as nicknames or alias', address, previous addresses, contact telephone numbers, email address, age, place of birth, date of birth.
- Identification numbers including health IDs, IP Address, MAC address, phone numbers, National Insurance Numbers (NI), social security numbers (SSN), payroll numbers, unique pupil number, PIN numbers, debit and credit card numbers, business reference numbers, passport numbers, driving licence numbers, benefit claim reference numbers.
- If you choose to pay by Direct Debit, or we have obtained a liability order from the Court, we will also collect some financial information from you. This may include income records, loan records, spending habits, savings and investments. We may collect information relating to your salary payment such as how you get paid, your net pay and gross pay and how often you get paid.
- Whether you are receiving an occupational pension, which will include the amount you are receiving. We may collect data relating to your benefit entitlements which will include whether you are in receipt of Disabled Living Allowance, Personal Independence Payments or any grants for vehicles, Housing benefit or Council Tax Reduction, this may include the dates of your last claims, any previous claims and the name of the Local Authority making those payments to you. We may also collect information relating to your income history and future earnings.
- Education details such as whether you are currently in education and the type of education you are receiving (mainstream school, college, university).
- Employment information which includes your employers details, when you started your employment which includes your employment status such as whether you are employed, self employed, receiving statutory sick pay, receiving statutory maternity pay, receiving an adoption payment, special occupation payment,

statutory paternity pay or any other type of payment received during the course of your employment.

- Lifestyle information such as your financial status, marital status, whether you or a member of your immediate family is currently serving in the armed forces, whether you are a registered foster carer, how many children you have, whether any of your children are non dependant and are currently studying away or are serving in the armed forces.

There are special categories of more sensitive personal data which require a higher level of protection. If you apply for a discount or exemption, or there is a dispute about the Council Tax liability for your property, we may need to collect additional information such as:

- Ethnicity which will include your race, colour, national or ethnic origin, your immigration status including the date you entered the UK.
- Health data relating to your physical or mental health, disabilities, family or individual health history, whether you have been admitted into hospital and the length of your stay, we will also collect data relating to whether you have or are a registered carer and the type of care you are receiving.
- We may also hold details relating to criminal data such as whether you are in prison or on probation.

We explain the different methods used to collect this data about you in section 3 of this privacy notice.

3. HOW WE USE YOUR PERSONAL DATA

We collect information from you when you fill in one of our forms, or contact us about your property, either in writing, over the phone or face-to-face in our customer contact centre.

We may also obtain information about you from third parties (including previous owners, landlords and estate agents) where this is necessary in order to administer and enforce the collection of Council Tax. We obtain credit reports from Experian in order to trace and assess the best method of Council Tax recovery, this data is stored in the Council's electronic system Information@Work. This data also ensures that discounts and exemptions are awarded correctly.

We use the Northgate Revenue and Benefits System, which is a secure online hosted electronic information management system, to administer Council Tax and Business Rate account records.

We will only use your personal data where the data protection legislation allows us too. This will include the provisions set out under the General Data Protection Regulations and where relevant the Data Protection Act 2018. We will use your personal information in the following circumstances:

To comply with our legal obligations:

We use your personal information in order to administer and enforce Council Tax

under the Local Government Finance Act 1992. The processing of your information is necessary for compliance with the legal obligations contained in this Act. We also process your personal data in order to produce your annual Council Tax Demand Notice, refund application, and Direct Debit confirmation letters in accordance with the Council Tax (Administration and Enforcement) Regulations 1992.

In accordance with the Statistics and Regulation Act 2007 we supply data to the Office of National Statistics for analytical purposes.

In accordance with the Digital Economy Act 2017 we will supply your data to internal departments in order to streamline the services provided to you.

To comply with our statutory functions:

We may also share your information with other Council services in order to ensure our records are accurate and up-to-date, to improve the standard of the services we deliver, and to perform any of our statutory duties, including enforcement duties.

We are required by law to protect the public funds we administer, and may use your information for the prevention and detection of crime (including fraud and money laundering) and the matching of Council Tax data with Electoral Registration records.

We may also process your personal data where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

4. HOW WE SHARE YOUR PERSONAL DATA

We may share your personal data across the Corporate Services in order to provide you with the support you require; we will also share your data internally across other Departments.

If you owe us money, we will always try to contact you first to make an informal arrangement to pay off any debt. However, where this is unsuccessful, or if you have a history of late payments, we may pass your information onto our Enforcement Agents or our internal Legal Department to recover any money owed. We may also share your data with other departments in order to respond to complaints or to assist in the delivery of our other statutory functions.

The legislation also allows us to share your information (where appropriate) with other Billing Authorities, the Courts, the Valuation Office and the Valuation Tribunal Service, Employers and the Department for Work and Pensions.

We participate in the Cabinet Office's National Fraud Initiative, a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise. This data may then be passed on to other public bodies to investigate matches. For more information on the National Fraud Initiative please read our National Fraud Initiative Privacy Notice.

We will share information with external agencies in order to assist them deliver their statutory functions such as:

The Police in order to assist them with the apprehension of offenders
Welsh Government in order to assist them with their enquiries
Schools in order to ensure their records are accurate
Local Authority Regulators such as the Ombudsman, Information Commissioner, Older Persons Commissioner etc.
Care Council for Wales
UK Visas and Immigration to assist them in apprehending illegal immigrants

There may be other Government bodies who require access to your personal information for official purposes which will be shared in accordance with the data protection legislation.

We will not transfer your data to any countries outside of the European Economic Area. If we do we will inform you as soon as possible and you can expect a similar degree of protection in respect of your personal information.

5. HOW LONG WILL WE USE YOUR INFORMATION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. The personal information collected in accordance with the processing detailed in this notice will be retained for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. In most cases, this will be a minimum of two years, and we are required to keep some data indefinitely.

Details of retention periods for different aspects of your personal information are available in our Records Management Policy which is available on our website (www.merthyr.gov.uk).

6. HOW WILL WE KEEP YOUR INFORMATION SECURE

We have implemented appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

7. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data including the right to receive a copy of the personal data we hold about you these rights are detailed in the full privacy notice. You also have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH

Email: casework@ico.org.uk

Tel: 0330 414 6421

8. FURTHER DETAILS

If you are looking for more information on how we process your personal data including data security, data retention, individual rights please access our full privacy policy. You can also obtain information directly from Information Commissioners Office website, www.ico.org.uk.