

Privacy Notice

Council Tax

South Hams District Council take your privacy seriously. This notice sets out what we will do with your personal information and who we may share it with.

How we use your information

We collect and retain personal information, in various formats, for the purpose of administering Council Tax for South Hams District Council in accordance with the Local Government Finance Act 1992.

The legal basis for which we process this information is 'necessary for compliance with a legal obligation'. The information we collect for administration of Council Tax includes:

- Your Name
- Your address
- Your bank details (for payment of your bill)
- Personal details of you and residents of your property where it is relevant for discounts and/or exemptions that you receive

We may share personal data with other departments within the Council and external organisations in the following circumstances:

- For law enforcement, criminal prosecutions and Court proceedings
- If we need to establish, exercise or defend our legal rights, including the prevention and detection of fraud or protecting public interests
- Where the department or organisation has a lawful right to the data, such as where an Act of Parliament enables access to it

Data may be passed to third parties including Government Departments, other local authorities and private-sector companies including those that assist us in fraud detection and prevention. This includes credit reference agencies and data matching via the National Fraud Initiative.

The personal information you provide will not be used for any other purpose unless required by law, to prevent or detect crime or to protect public funds.

Your personal data may be converted ('anonymised') into statistical or aggregated data in such a way that ensures that you cannot be identified from it.

Length of time we keep your information

We keep your personal information for six years, or longer where it is required for the collection and administration of Council Tax, and will delete or destroy it at the end of that period.

Retention & Transferring of data outside of the EU

We hold personal information about you securely, both in hard copy format and electronically.

Your personal data will be kept secure by the Council and will be kept within the European Economic Union (EEU). Where the Council uses a third party to store your personal data and it is stored outside of the UK/EEU, the Council will ensure that appropriate safeguards are in place to keep your personal data secure.

Individual rights

You have a number of rights under the General Data Protection Regulations. These can be found on the ICO website <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

The Data Controller for your information

The Data Controller for information you provide for Council Tax purposes is South Hams District Council, Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE

The Data Processors for your information

Your information may be provided to other organisations for processing in relation to this service. The Council has strict agreements in place with all Data Processors to ensure your information is protected. The Data Processors for information provided for Council Tax purposes are:-

- Ross and Roberts (for debt collections purposes)
- Organisations employed to provide support to Council staff dealing with enquiries or technical support with software, such as Northgate Public Services who provide and maintain the Council's Council Tax system

Data Protection Officer

The Council has a duty to appoint a Data Protection Officer. The Council's nominated Data Protection Officer is Darren Arulvasagam, South Hams District Council, Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE

If you have any queries, would like to exercise your rights or make a complaint, contact the Data Protection Officer by email to data.protection@swdevon.gov.uk telephone 01803 861234 or write to them at South Hams District Council, Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE

If you are not happy with how we have handled your complaint, you have the right to contact the Information Commissioner's Office to make a complaint about what we do with your information:

- Telephone them on 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
- Visit their website at www.ico.org.uk

Write to them at
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow, Cheshire SK9 5AF