

Privacy Notice – Council Tax

The Revenues and Benefits service is committed to protecting and respecting your privacy.

For the purpose of the 2018 General Data Protection Regulation, the data controller is New Forest District Council, Appletree Court Beaulieu Road, Lyndhurst, SO43 7PA (data.controller@nfdc.gov.uk).

What type of information do we collect and why we need your personal information?

We need your personal information to administer and change the details of your council tax account, and any reductions or exemptions you are entitled to. This includes your name, address, bank details, and dates of occupation.

We will also keep contact telephone numbers and e-mail addresses so that we can contact you.

Where we store your personal data

Your data is securely held electronically and will not be stored in a country outside the UK. All paper records containing your personal information will be held securely in our filing systems.

We make sure we do not keep your details for any longer than is necessary and when we no longer have a need to keep your details, we will delete or destroy your details securely. For further information on our policy for retaining personal information, you can request to see our retention guidelines.

Who we share your data with

We may share your information with other teams within the Council such as Business Rates, Benefits, Sundry Income, Electoral Services, Finance, Planning or Environmental Health in order to provide our services, carry out our public tasks, to keep our records up to date, for law enforcement and to protect public interests.

If you ask a Councillor for help we may pass information to them and other services to enable them to help you.

We may also share information about you to third parties where permitted or required by law to do so. This may include other local authorities and government departments carrying out their public tasks, such as a Magistrates Court, Hampshire County Council, Valuation Office Agency, Her Majesties Revenues and Customs, Department for Work and Pensions, the Police in carrying out criminal investigations, and data matching via the National Fraud Initiative. We will also share your data with agencies working on our behalf, such as the council's Collection Agents and mailing companies.

We will not share your data unless the law allows or requires us to do so.

Your rights concerning your information

You have certain rights under GDPR including:

- The right to be informed
- The right of access to your personal data

- The right to rectification (to have any inaccuracies corrected)
- The right to erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- The right to automated decision making and profiling

Further details on these rights can be found on our website:

www.nfdc.gov.uk/article/18215/GDPR

What are the legal grounds for processing your information?

- a. Where it is in the public interest to do so;
- b. In order to comply with a legal obligation; for example Local Government Finance Act 1992 (to levy and collect Council Tax).
- c. Where it is in the legitimate interest of NFDC to do so; for example fraud
- d. Where we process special categories data such as disability, we will do this on the basis of explicit consent, substantial public interest or under social security law requirements.

How to contact us

If you have a concern about the way we collect, store or use your personal information, please contact us in the first instance.

- Call us on 01590 646111
- Email us at counciltax@nfdc.gov.uk

Or contact our Data Protection Officer on data.protection@nfdc.gov.uk

New Forest District Council, Appletree Court
Beaulieu Road, Lyndhurst, SO43 7PA

If you are still not satisfied, you have the right to contact the Information Commissioner's Office (ICO). The contact details are:

Information Commissioner

<https://ico.org.uk/concerns>

Telephone helpline

0303 1231113

Email

caseworker@ico.org.uk