

Privacy Notice – for Sandwell
Metropolitan Borough Council Revenues Service (Sundry
Debt, Business Rates and Council Tax Recovery)

Your Personal Data

We are Sandwell Council and your privacy is important to us. We aim for full transparency on how we gather, use and share your personal information in accordance with the General Data Protection Regulation.

This Privacy Notice covers the **Sundry Debt, Business Rates and Council Tax Recovery** areas of Sandwell's Revenues and Benefits Service.

Criteria for collection of data

Legal basis

Under data protection law Sandwell Council does not need your consent to process certain personal data relating to you because it has a legal obligation to do so. This is usually where there is a law or instruction from Government. The Council may process more data than is necessary for this obligation, but you should be informed what this is and why they are doing it.

For Sundry Debt, Business Rates and Council Tax:

Raising Invoices - The Value Added Tax Regulations 1995 - 1995 No. 2518 - PART III, S13,S14,S15

Indemnity Form - National Assistance Act 1948, Section 48, 50
(1) (4)

Recovery and enforcement of Business Rates - National Non Domestic Rates under the Local Government Finance Act 1988

Regulation 36 Council Tax (Administration and Enforcement Regulations) 1992 Part 2: Information

Part VI Enforcement- Council Tax (Administration and Enforcement Regulations) 1992: Part 2: Information

Task in the Public Interest

Sandwell Council does not need your consent to process your personal data where it is in the public interest to do so.

For Sundry Debt, Business Rates and Council Tax:

This includes the following:

- Contact details for customer including telephone number and email address
- Contact details for third party including name, address, telephone number and email address

The information collected will be used to correspond with customers with regards to the following:

- Determining the correct person/s responsible for Sundry Debt, Business Rates and Council Tax
- Payment arrangements prior to or following the issue of an invoice or Business Rates or Council Tax bill.

Contact with customers is made to ensure an agreed arrangement is made.

In addition customers may be contacted for the recovery and/or enforcement of debts where statutory instalments are not paid in accordance with those billed or invoiced.

Recovery and enforcement of Revenues:

Not applicable.

Consent

Under data protection law, Sandwell Council needs your consent to process your personal data for the purpose of collecting statistical information to ensure equality and diversity. You are not obliged to give this data, and if you refuse it will not affect any other dealings you have with the Council.

For Sundry Debts:

Not applicable

For Recovery and enforcement of Revenues :

Not applicable

Contractual

Some of your personal data is required to enable you to enter into a contract with the Council. Under data protection law you are only obliged to give the minimum data necessary to fulfil the contract. You may be asked for additional information but it should be made clear to you if you are not obliged to give it. Refusal to give this additional information should not affect the contract you want to enter into.

For Sundry Debts:

- Information required to set up a Direct Debit for payments
- Information required to issue a copy bill/invoice
- Information is shared with Enforcement Agents and/or Debt Recovery Agents

For Recovery and enforcement of Revenues :

- Information required to set up a Direct Debit for payments
- Information required to issue a copy bill/invoice
- Information is shared with Enforcement Agents and/or Debt Recovery Agents

Who are we

Sandwell Council is the Data Controller for the information held about you for this purpose/these purposes. Contact details:

Sandwell Metropolitan Borough Council,
Sandwell Council House,
Freeth Street,
Oldbury
B69 3DB.

The Data Protection Officer can be contacted at the above address and through email at dp_officer@sandwell.gov.uk

As a Public Authority we do not have a representative in any other member states of the EU.

Why we need the information

Data in respect of Sundry Debt, Business Rates and Council Tax is collected for the following reasons:

- The Value Added Tax Regulations 1995 - 1995 No. 2518 - PART III, S13,S14,S15

- To administer and enforce National Non Domestic Rates under the Local Government Finance Act 1988
- To administer and enforce Local Government Finance Act 1992

How information about you will be used

We will collect a variety of information in order to administer Sundry Debts, Business Rates and Council Tax recovery. Sandwell Council has a duty to protect the public funds it administers and may use information held about you for:

- All lawful purposes, including but not limited to the prevention and detection of crime, including fraud and money laundering
- The matching of Sundry Debts with other internal and external government departments, including but not limited to HMRC
- The matching of Business Rates data with other internal and external government departments, including but not limited to the Valuation Office Agency
- The matching of Council Tax data with other internal and external government departments, including but not limited to the Valuation Office Agency
- Live data we hold may also be used for testing new systems, system upgrades, and new schemes or procedures, subject to the same protections outlined in this notice.

Sandwell Council will share data with other bodies where there is a legal duty to do so.

We will not disclose your personal information to third parties for marketing purposes

Data sharing

Sundry Debt (SMBC Internal):

We will share data with any Service Area within Sandwell Council that has asked us to recover monies outstanding for services supplied. A legal basis has been established in order to provide this:

- The Value Added Tax Regulations 1995 - 1995 No. 2518 - PART III, S13,S14,S15

Sundry Debt (External):

Data is shared with the following external service areas and a legal basis has been established in order to provide this:

Enforcement Agents:

- For the purpose of carrying out enforcement activity to collect amounts outstanding in relation to revenues debts as part of a contractual agreement. As part of contractual arrangements data is shared with enforcement agents Bristow and Sutor, Rundles, and Newlyn

Enforcement Solicitors:

- For the purpose of providing legal advice and/or representation in relation to disputes surrounding legislative and regulatory aspects of Sundry Debt based actions

County Courts:

- For the purpose of obtaining a County Court Judgement

Business Rates (SMBC Internal):

Data is shared with the following internal service areas and a legal basis has been established in order to provide this:

- Not applicable

Business Rates (External):

Data is shared with the following internal service areas and a legal basis has been established in order to provide this:

NEC:

- For the purpose of providing, administering and maintaining Revenues IT systems as part of a contractual agreement. As part of contractual arrangements with Northgate data is shared with NPS Document Services for scanning and indexing revenues based correspondence and with DSI Billing Services for production of and dispatch of bills and recovery and enforcement documentation

NEC Document Services:

- For scanning and indexing Business Rates based correspondence

DSI Billing Services :

- The production of and dispatch of Business Rates Bills and letters to customers

Govtech Solutions Ltd:

- Provides technology to enable information provided on an application form to be loaded into the core Business Rates system and to administer reviews of discounts

Ascendant Ltd:

- For the purpose of obtaining information regarding Business Rates reviews and any other government initiatives.

Telsolutions Ltd

- For the purpose of pro-actively contacting customers via digital methods (text message, email & voice) regarding their account.

Enforcement Agents:

- For the purpose of carrying out enforcement activity to collect amounts outstanding in relation to revenues debts as part of a contractual agreement. As part of contractual arrangements data is shared with enforcement agents Bristow and Sutor, Rundles PLC and Newlyn PLC

Enforcement Solicitors:

- For the purpose of providing legal advice and/or representation in relation to disputes surrounding legislative and regulatory aspects of revenues based actions

Magistrates Court:

- For the purpose of obtaining a liability order

Council Tax (SMBC Internal):

Data is shared with the following internal service areas and a legal basis has been established in order to provide this:

- Not applicable

Council Tax (External):

Data is shared with the following external service areas and a legal basis has been established in order to provide this:

NEC:

- For the purpose of providing, administering and maintaining Revenues IT systems as part of a contractual agreement. As part of contractual arrangements with Northgate data is shared with NPS Document Services for scanning and indexing revenues based correspondence and with DSI Billing

Services for production of and dispatch of bills and recovery and enforcement documentation

NEC Document Services:

- For scanning and indexing Council Tax based correspondence

DSI Billing Services :

- The production of and dispatch of Council Tax Bills and letters to customers

Govtech Solutions Ltd:

- Provides technology to enable information provided on an application form to be loaded into the core Council Tax system and to administer reviews of discounts

Ascendant Ltd:

- For the purpose of obtaining information regarding Council Tax reviews and any other government initiatives.

Telsolutions Ltd

- For the purpose of pro-actively contacting customers via digital methods (text message, email & voice) regarding their account.

Enforcement Agents:

- For the purpose of carrying out enforcement activity to collect amounts outstanding in relation to revenues debts as part of a contractual agreement. As part of contractual arrangements data is shared with enforcement agents Bristow and Sutor, Rundles PLC and Newlyn PLC

Enforcement Solicitors:

- For the purpose of providing legal advice and/or representation in relation to disputes surrounding legislative and regulatory aspects of revenues based actions

Magistrates Court:

- For the purpose of obtaining a liability order

How long we keep your information

We will keep your information 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 we will delete information 6 years after an account is closed and where no outstanding amounts are payable.

Internal policies are in place to manage retention and disposal of information/data.

Your Rights

You are entitled to know what personal data Sandwell Council is processing about you. If you want to obtain the data, or if you want to exercise any of your other rights about the processing of the data, you can contact the Data Protection Officer – contact details above.

You have the right to:

- have your personal data corrected if it is inaccurate or incomplete
- ask for your personal data used for this purpose to be erased. This right may be limited where it is still necessary for the compliance with the legal obligation

You can also ask for the processing of your personal data to be restricted if:

- it is inaccurate
- it is unlawful but you do not want it to be deleted
- it is due to be deleted but you require it kept because of a legal claim
- you have objected to the processing of the data and you are waiting for a decision about the objection

For more information about your rights you can contact the Information Commissioner's Office, which is the supervisory authority for the United Kingdom.

Contact details are:

- www.ico.org.uk
- Email: casework@ico.org.uk
- Tel: 0303 123 1113
- Write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, and Cheshire SK9 5AF

Transferring information overseas

No data collected is transferred overseas.