

**Privacy Notice
Durham County Council
Resources
Financial Support Services
Assessment and Awards**

1. Who we are and what we do

Durham County Council
Resources
Financial and Transactional Services
Assessments and Awards

For the purposes of Data Protection, Durham County Council is the Data Controller.

What we do

Council tax is a system of local taxation collected by local authorities. It is a tax on domestic property. Some property is exempt from council tax. Some people do not have to pay council tax and some people get a discount.

Each year, we will set a rate of council tax for each valuation band. Not everyone will have to pay the full amount of council tax. There are three ways in which your council tax bill may be reduced.

These are:

- the reduction scheme for disabled people
- discounts
- Council Tax Reduction and second adult rebate.

Every council tax bill is addressed to the person or persons that we consider liable to pay it.

The Assessment and Awards team is responsible for accurately billing of council tax ensuring that the correct tax amount is calculated for collection.

We will only collect and use personal information to enable us to identify you and locate your personal data on our systems, ensuring that any discounts / exemptions / reductions are awarded and the amount due for council tax is charged correctly each year.

2. What type of personal information do we collect and how do we collect it?

You may be asked to enter personal data on one of our forms or asked to give personal information if you call us. 'Personal data' means any information relating to an identified or identifiable natural person.

Some of the personal information we collect could be:

- Name and address
- E-mail address
- Contact telephone number(s)
- Date the information was provided

The information we request will be the minimum necessary in order to provide our services effectively and to perform our statutory duties.

How we collect personal information

We collect information about you in the following ways:

- Online forms
- Paper based forms
- by telephone
- by email
- by paper correspondence

This information is then stored on our Open Revenues database.

3. What is our power to obtain and use the personal data?

When we collect and use your personal information we rely on the following powers:

- **Legal Obligation:** Article 6(1)(c) provides a lawful basis for processing

and
- **Public Task:** Article 6 (1) (e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

The processing is necessary for us to perform our official function - to administer your council tax account in accordance with The Council Tax (Administration and Enforcement) Regulations 1992 and/or assess your entitlement to Housing Benefit in accordance with The Social Security Contributions and Benefits Act 1992.

4. What is your personal information used for?

We collect and processes information about you for the following purposes:

- to accurately charge and recover council tax in respect of any property you are liable for;
- to calculate any entitlement to Housing Benefit;
- to respond to requests for advice and guidance;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- to respond to a complaint;
- to respond to Councillor or Member of Parliament enquiries;
- to monitor our performance;
- assess your entitlement to discretionary payments in line with Council policies;

5. Will your personal information be shared?

We may share your personal information in certain circumstances:

- where we have a statutory obligation to do so, such as for the purposes of the prevention, detection and prosecution of crime or in the interests of public safety.
- for enforcement action and legal proceedings in respect of unpaid taxes,

- if the benefits to a child or young person that will arise from sharing the information outweigh both the public and any individual's interest in keeping the information confidential.

We will also share information under the Freedom of Information Act 2000.

In administering your council tax account in accordance with The Council Tax (Administration and Enforcement) Regulations 1992 and/or assess your entitlement to Housing Benefit in accordance with The Social Security Contributions and Benefits Act 1992 we may share your information with the following organisations:

- Enforcement Agents contracted to the Council for the collection of council tax, overpaid Housing Benefit, unpaid Sundry Debtor accounts and related costs.
- Department of Work and Pensions.

6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information.

7. How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it and this is detailed in our corporate retention guidelines.

We will keep your personal data in the following cases;

- while you have an active Council Tax account,
- a closed Council Tax account but with an outstanding balance,
- an active Housing Benefit claim,
- a sundry debtor account with an outstanding balance

For all other cases the retention period for the personal data we hold in respect of Council Tax, Housing Benefit and Sundry Debtors is the current year plus a further six years.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example accurate council tax billing). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is required for us to satisfy our statutory obligations.

8. Is your personal information processed outside the European Union?

We do not process your personal information outside the EU.

9. Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data;
- to object to processing; and

To exercise any of these rights please contact the relevant service in the first instance.

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at dataprotection@durham.gov.uk

To learn more about these rights please see the [ICO website](#).

If something goes wrong with your personal information, or you have questions about how we use it, please contact Roger Goodes the Data Protection Officer at DPO@durham.gov.uk or by calling [insert telephone number].

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#)

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510