

**Privacy Notice
Durham County Council
Resources
Financial Support Services
Business Rates**

1. Who we are and what we do

Durham County Council
Resources
Financial Support Services
Business Rates and Payments, Income and Support teams

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

What we do

The Business Rates team is responsible for ensuring that the correct tax amount is collected from all non-domestic properties after the application of any relief(s).

We will collect and use personal information to enable us to identify you and locate your personal data on our systems, ensuring that any reliefs and/or grants are awarded and the amount due for business rates is charged correctly each year. To enable the collection of business rates due.

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.

The personal information we collect could be:

- Name and address
- E-mail address
- Contact telephone number(s)
- Date the information was provided
- Details about your business and the property to establish the correct charge and eligibility for reductions and exemptions
- Bank details if you pay by direct debit
- If you cannot pay and need to enter into a special payment arrangement we will ask for details about your financial situation.

The above list is not exhaustive. 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:

- Paper based forms
- by telephone
- by email
- by paper correspondence
- online web forms and web enquiries from the council's website

- information received from council property inspectors and other departments such as planning and housing

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:

- **Public task:** The processing is necessary for us to perform our official function - to administer your business rates account in accordance with The Local Government Finance Act 1992.
- **Legitimate interests:** To monitor performance and seek your views on our services. Enabling us to ensure we are delivering an effective and efficient service.

4. What is your personal information used for?

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

- to accurately charge business rates
- collect business rates in respect of any property you are liable for;
 - by the council
 - Enforcement Agents contracted to the Council for the collection of business rates and related costs.
- 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 monitor our performance;
- assess your entitlement to discretionary payments in line with Council policies;
- to respond to Councillor or Member of Parliament enquiries.

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.

In administering your business rates account in accordance with The Local Government Finance Act 1992 we may share your information with the following organisations:

- The Valuation Office Agency.
- Rating Agents and Rates Forecasting Agents contracted to the Council.
- Other departments within the Council
- Her Majesty's Courts and Tribunal Services
- Her Majesty's Revenue and Customs

We share information with these departments to prevent fraud and also to ensure we are billing the correct liable parties.

We share information with the Department for Works and Pensions in the course of assisting them with any relevant investigations.

We share information with the Valuation Office Agency – to ensure we bring properties into the ratings list and bill the liable party for business rates.
We share information with Her Majesty's Courts Service with regard to business rate cases where recovery action is proceeding.
We share information with Her Majesty's Revenue and Customs in the course of assisting with any relevant investigations and providing any statutory returns.

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 Business Rate account,
- a closed Business Rate account but with an outstanding balance,

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 state aid applications). 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 Economic Community?

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 request your data to be ported (data portability).

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](http://DCCwebsite) or you can contact the data protection team at dataprotection@durham.gov.uk

To learn more about these rights please see the [ICO website](http://ICOwebsite).

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at DPO@durham.gov.uk.

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