

Revenues Fair Processing Statement

What happens to information held about you? Your rights and our obligations to you.

How We Use Personal Data

This document explains how Bridgend County Borough Council (BCBC) Revenues Section which includes Council Tax, Non Domestic Rates and Miscellaneous Income obtains, holds, uses and discloses information about people (their personal data), the steps we take to ensure that it is protected, and also describes the rights individuals have in regard to their personal data.

The use and disclosure of personal data is governed by the Data Protection Act 2018 and the General Data Protection Regulation 2016. As such BCBC is obliged to ensure that it handles all personal data in accordance with the legislation.

BCBC takes that responsibility very seriously and takes great care to ensure that personal data is handled appropriately in order to secure and maintain individuals' trust and confidence in the Council.

The legislation requires BCBC to have a lawful basis for processing personal data depending on the service provided.

1. Why do we handle personal data?

BCBC will collect, process and store personal information about you and members of your household in order to enable it to;

- Maintain the council tax and non-domestic databases in order to maximize collection as well as maximising collection of invoices owed to the council.
- To award all eligible reductions for Council Tax including discounts, disregards and exemptions.
- To provide all eligible reliefs for businesses including discretionary and mandatory charity relief.
- Carry out its legal obligation to pursue non payers of council tax and non-domestic rates and unpaid invoice debts.
- Participate in data matching exercises for both local and national fraud initiatives
- Participate in crime prevention such as fraud
- Assist with crime prevention and prosecution of offenders
- Manage archived records
- Undertake analysis and research which may assist Welsh Government determine additional reductions/reliefs in the future
- Undertake data matching exercises under local and national fraud initiatives

When you provide information about household members we assume that you do so with their full knowledge and consent.

2. What type/classes of personal data do we handle?

In order to carry out the purposes described under section 1 above, BCBC may obtain, use and disclose personal data including the following:

- Personal details
- Family details - Relatives, guardians or other persons associated with the individual in relation to managing the finances of those people
- Financial details
- Tenancy and property information
- Landlord details
- Employment and education details
- Student and pupil records
- Business activities
- Information about disability and health/medical conditions.

BCBC will only use appropriate personal data necessary to fulfil a particular purpose or purposes. Personal data could be information which is held on a computer, in a paper record i.e. a file, as images, but it can also include other types of electronically held information e.g. CCTV images.

3. Who information is processed about

In order to carry out the purposes described under section 1 above, BCBC may obtain, use and disclose personal data about the following:

- Customers including Council Tax and Business Rate Payers
- Payers
- Receipts
- Claimants
- Complainants, enquirers or their representatives
- Staff, individuals contracted to provide a service.
- Councillors
- Landlords
- Students and pupils
- Carers or representatives
- Representatives of other organisations

4. **Where do we obtain personal data from?**

In order to carry out the purposes described under section 1 above, BCBC may obtain personal data from a wide variety of sources, including the following:

- Council Tax payers;
- Estate Agents/Letting Agents/Managing Agents;
- Current/past landlords
- Housing Associations and landlords
- Enforcement Agents;
- Business Owners;
- Legal representatives;
- Solicitors;
- Courts and tribunals;
- Prisons
- Voluntary sector organisations;
- Approved organisations and people working with the Council;
- Individuals themselves;
- Relatives, guardians or other persons associated with the individual;
- Students and pupils including their relatives, guardians, carers or representatives
- Educational and training establishments;
- Professional advisors/agents:
- Employees and agents of BCBC;
- Councillors of BCBC
- Persons making an enquiry or complaint;
- Department of Works and Pensions
- Companies House
- Research companies providing legally available information from the internet; ...
- Data Processors working on behalf of BCBC;
- Law Enforcement Agencies
- Auditors
- Credit reference agencies , including Experian
- Medical Consultants and GP's
- Ombudsman and other regulatory services.
- Local and Central Government
- Information openly available on the internet;
- Other departments within the Council and or other Councils.
- The Media

BCBC may also obtain personal data from other sources such as its own CCTV systems, or correspondence.

5. How do we handle personal data?

In order to achieve the purposes described under section 1, BCBC will handle personal data in accordance with data protection legislation. In particular we will ensure that personal data is handled fairly and lawfully with appropriate justification. We will strive to ensure that any personal data used by us or on our behalf is of the highest quality in terms of accuracy, relevance, adequacy and non-excessiveness, is kept as up to date as required, is protected appropriately, and is reviewed, retained and securely destroyed when no longer required.

6. How do we ensure the security of personal data?

BCBC takes the security of all personal data under our control very seriously. We will ensure that appropriate policy, training, technical and procedural measures are in place, including audit and integrity monitoring, to protect our manual and electronic information systems from data loss and misuse, and only permit access to them when there is a legitimate reason to do so, and then under strict guidelines as to what use may be made of any personal data contained within them. These procedures are continuously managed and enhanced to ensure up-to-date security.

7. Who do we disclose personal data to?

We sometimes need to share information with the individuals we process information about and other organisations. Where this is necessary we are required to comply with all aspects of the legislation. What follows is a description of the types of organisations we may need to share some of the personal information that we process with for one or more reasons:

- Customers
- Family, associates or representatives of the person whose personal data we are processing
- Current/past employer
- Current/past landlord
- Department of Works and Pensions
- HM Revenue and Customs
- Enforcement Agencies/Agents
- Valuation Office Agency
- Valuation Tribunal Service
- Other departments within the Council and or other Councils
- The Council's Housing Department for the purpose of bringing Empty Homes back into use
- Professional advisers and consultants
- Students and pupils including their relatives, guardians, carers or representatives
- Office for National Statistics
- Police forces
- Data processors

- Courts and tribunals
- Prisons
- Welsh Government and Central Government
- Ombudsman and regulatory services
- Immigration agency
- Voluntary and charitable organisations
- Credit reference agencies such as Experian
- Educational establishments;
- Partner agencies, approved organisations and individuals working with the police
- Law enforcement and prosecuting authorities
- Local and national fraud initiatives
- Legal representatives, defence solicitors
- Barristers
- Auditors
- Any organisation that Welsh Government may have commissioned to undertake research on their behalf

8. What is the legal basis for the use of this information?

Under data protection legislation, we are only allowed to use and share personal information where we have a proper and lawful reason for doing so. The lawful basis for us to use your information is in order to satisfy our legal obligation under Council tax and Business Rates legislation, and to undertake our council duties. On certain occasions, we may ask you for your explicit consent to use your information.

9. What are your rights in relation to your personal data which is handled by BCBC?

Individuals have various rights:

Right of access

You can obtain a copy, subject to exemptions, of your personal data held by the Council.

A copy of the application form is available from:

<https://www.bridgend.dov.uk/media/2332/data-subject-access-form.doc>

You are also entitled to obtain confirmation as to whether or not data concerning you is being processed by the Council. Where that is the case, you are entitled to the following information subject to exemptions:

- The purposes of and legal basis for the processing
- The categories of personal data concerned
- The recipients to whom the personal data has been disclosed
- The period for which it is envisaged that the personal data will be stored
- Communication of the personal data undergoing processing and of any available information as to its origin.

*Please note that 'processing' means an operation or set of operations performed on personal data such as collection, recording, organisation, structuring, storage, adaption, alteration, erasure, restriction, retrieval.

Proof of ID and any further information needed to locate the information may be required before the Council can comply with your request.

Any request for the above information should be made in writing to the Data Protection Officer and the Council will respond within one month.

Rectification of data

You can request the Council to rectify inaccurate personal data relating to you. If the data is inaccurate because it is incomplete, the Council must complete it if required to do so by you.

A request should be made in writing to the Data Protection Officer and a response will be sent within one month.

Erasure or restriction of personal data

You can request that the Council erase your data or restrict any processing of your data, subject to exemptions.

All requests should be made to the Data Protection Officer. The Council will then inform you of whether the request has been granted and if it has been refused, the reasons for the refusal.

Right not to be subject to automated decision-making

You have the right, subject to exemptions, not to be subject to a decision when it is based on automated processing and it produces a legal effect or a similarly significant effect on you. You have a right to express your point of view and obtain an explanation from the Council of its decision and challenge it.

However, it should be noted that this right does not apply to all decisions as there are exemptions for example authorisation by law, performance of a contract to which you are a party.

10. How long does BCBC retain personal data?

BCBC keeps personal data as long as is necessary for the particular purpose or purposes for which it is held in accordance with the Council's Retention Policy.

11. Contact Us

Any individual with concerns over the way BCBC handles their personal data may contact the Data Protection Officer at the Council as below:

Bridgend County Borough Council, Information Office, Civic Offices, Angel Street, Bridgend, CF31 4WB.

E-mail foi@bridgend.gov.uk

Telephone 01656 643565

You can also raise concerns with the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office — Wales

2nd Floor

Churchill House

Churchill Way

Cardiff

CF10 2HH

Telephone: 02920 678400 Fax: 02920 678399

Email: wales@ico.org.uk

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

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