

Council tax privacy information

Who will process your information?

The personal information you give to us through any of our forms relating to council tax and any other personal information we hold about you in this context will be processed by East Renfrewshire Council, Eastwood Park Giffnock G46 6UG. This is for the administration of council tax and any benefits, reductions or discounts you are entitled to.

Why do we process your information?

Your information is processed to help us administer and collect council tax as part of the council tax regime. It is also used to ensure you get any benefit reductions or discounts you are entitled to. Your information may also be shared with other departments within the council and other organisations for the same purposes and also to

- check the information we have is accurate
- prevent and/or detect crime
- protect public funds

Other organisations may include bodies responsible for auditing or administering public funds, other councils, public sector agencies, government departments, regulatory and law enforcement bodies and other private companies or entities (such as credit reference agencies and contractors providing IT systems on which council tax information is held or distribution services for the issue of council tax related correspondence).

What is the legal basis for us to process your information?

The council processes your information in order to perform a task carried out in the public interest and in the exercise of official authority, namely the task of administering council tax, in terms of the Local Government Finance Act 1992. It's also to fulfil its legal obligations to ensure proper administration of the council's financial affairs in terms of the Local Government (Scotland) Act 1973.

The law gives certain types of information special significance because of its sensitivity eg health information. If we process this type of information about you in relation to Council tax we do so on the basis that it is necessary for reasons of substantial public interest.

Do you have to provide your information?

Without the correct information we may charge you the incorrect rate of council tax and you may not receive the benefits, reductions or discounts which you are entitled to. If we ask you to provide specific information in order to assess the correct amount of council tax payable and you do not provide this information we may fine you. Deliberately providing false information in order to avoid or reduce council tax is also a crime.

How do we collect information about you?

Most of the information the council holds about you will come from you as an individual. Some of the information may come from third-party sources including other local authorities, electoral registration officers, local assessors and housing bodies operating in the East Renfrewshire area.

Such information includes:

- your name
- your age
- your status (in order to assess relevant exemptions) eg student
- dates of residence in particular premises and
- details of any past and/or present interest you may have in a particular property
- medical information (in connection with reduction claims)

Revenue and Customs officials may also provide information they hold about you to the council relating to council tax reductions. This information can be provided for the purpose of determining an application for council tax reduction, reviewing or appealing a determination and/or preventing or detecting fraud or an error in connection with the council tax reduction or as a result of an attempt to obtain council tax reduction fraudulently.

How long will we keep your information?

The council will hold your information from the end of the year it was provided for a period of six years. Your information will be destroyed under confidential conditions after this period.

Who is your information shared with?

Your information will be accessed by council staff who need to do so to administer council tax and any benefits, reductions or discounts you are entitled to. If such administration is provided on the council's behalf by an external agency, that agency will also have access to your information.

The council also needs to ensure proper administration of its funds so details will be checked internally for fraud prevention and verification purposes. Information is also analysed internally in order to provide management information and inform future service delivery.

Your information may also be shared with other departments within the Council, bodies responsible for auditing or administering public funds, other councils, public sector agencies, governmental departments and other private companies or entities (such as credit reference agencies or service providers).

The council also generally complies with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Do we transfer your information outside the UK?

In general we do not transfer personal information outside the UK but on the rare occasions we do we will inform you.

We will only transfer information outside the UK when we are satisfied that the party that will handle the data and the country it is being processed in have adequate safeguards for personal privacy comparable to those which are in place in the UK.

Profiling and automated decision-making

The council do not use profiling or automated decision-making for administering or collecting council tax or assessing any relevant benefits, reductions or discounts. Some processes are semi-automated but a human decision-maker will always be involved before any decision is reached in relation to you.

Your rights

You have the right to:

- Be informed of the council's use of your information.

This notice is intended to give you relevant information to meet this right.

- Access personal data held about you.

You have the right to access personal information the council holds about you by making what is known as a subject access request. You can receive a copy of your personal data held by the council, details on why it is being held, who it has been or will be shared with, how long it will be held for, the source of the information and if the council uses computer systems to profile or take decisions about you.

- Request rectification of your personal data.

You have the right to request that the council corrects any personal data held about you that is inaccurate.

- Request that the council restricts processing of your personal data.

You have the right to request that the council restricts processing your personal data if you think the personal data is inaccurate, the processing is unlawful, the council no longer need the personal data but you may need it for a legal purpose or you object to the council processing for the performance of a public interest task.

- To object to the processing of your data.

You have the right to object to the council's use of your personal data. The council will have to demonstrate why it is appropriate to continue to use your data.

Complaints

If you have an issue with the way the council handles your information or wish to exercise any of the above rights in respect of your information you can contact the council's data protection officer by post at:

The Data Protection Officer

East Renfrewshire Council
Council headquarters
Eastwood Park
Giffnock
G46 6UG

You can also email dpo@eastrenfrewshire.gov.uk

Information Commissioner

You have the right to complain directly to the Information Commissioner's office (ICO).

The address of their head office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5EF

Telephone: 0303 123 1113

Alternatively, you can report a concern via their website at www.ico.org.uk

The ICO also have a regional office at:

45 Melville Street
Edinburgh
EH3 7HI

Telephone: 0303 123 1115

You can also e-mail: scotland@ico.org.uk

While you can go directly to the ICO, the council would welcome an opportunity to address any issues you have in the first instance.