Privacy Notice

Our core data protection obligations and commitments are set out in the council’s Primary Privacy Notice and on our website at Data Protection legislation.

Service Name: Council Tax

Data protection obligations and commitments
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Purpose(s)
We collect, process and store your personal information for the following purpose(s)
- To administer and enforce the collection of Council Tax.

Categories of personal data
We collect information about you when you fill in one of our forms, or contact us about your Council Tax either in writing, over the phone or face to face in one of our Gateways. We may also obtain information about you from third parties, including previous owners, landlords, estate agents and solicitors, where this is necessary in order to administer and enforce collection of Council Tax.

In order to carry out these purposes we collect and obtain the following personal information.

<table>
<thead>
<tr>
<th>Category of personal data</th>
<th>Special/Sensitive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Telephone Number(s)</td>
<td></td>
</tr>
<tr>
<td>Email address</td>
<td></td>
</tr>
<tr>
<td>Employer Details</td>
<td></td>
</tr>
<tr>
<td>Income Details</td>
<td></td>
</tr>
<tr>
<td>Income and Expenditure Details</td>
<td></td>
</tr>
<tr>
<td>Bank Details</td>
<td></td>
</tr>
<tr>
<td>Household Composition and circumstances</td>
<td></td>
</tr>
<tr>
<td>National Insurance Number</td>
<td></td>
</tr>
<tr>
<td>Other properties owned Property ownership</td>
<td></td>
</tr>
<tr>
<td>Tenancy information</td>
<td></td>
</tr>
<tr>
<td>Previous addresses</td>
<td></td>
</tr>
<tr>
<td>Health (Physical/Mental)</td>
<td>✓</td>
</tr>
</tbody>
</table>

The law treats some types of personal information as ‘special’ because the information requires more protection due to its sensitivity. This information consists of:
- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade union membership
- Political opinions
• Genetic and bio-metric data
• Physical or mental health
• Criminal convictions and offences

We will use information about your physical or mental health, or disability status to administer discounts and exemptions. If you are in arrears, we may also use this information to determine whether you are vulnerable and tailor our recovery methods accordingly.

Legal basis for processing
Salford Council has a statutory responsibility to provide services that administer and enforce the collection of local taxation.

The legal basis for processing and or sharing your personal information is article 6(1) (c) and 6(1) (e) of the General Data Protection Regulations.

The legal basis for each Council Tax Service is set out in the table below:

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Legislation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council Tax</td>
<td>• Local Government Finance Act 1992</td>
</tr>
<tr>
<td></td>
<td>• The Council Tax (Administration and Enforcement) Regulations 1992 (as amended)</td>
</tr>
<tr>
<td></td>
<td>• Local Government Finance Act 1988</td>
</tr>
<tr>
<td></td>
<td>• Local Government Act 2003</td>
</tr>
<tr>
<td></td>
<td>• Local Government Finance Act 2012</td>
</tr>
<tr>
<td></td>
<td>• Localism Act 2011</td>
</tr>
</tbody>
</table>

If you fail to provide certain information when requested, you may be committing a criminal offence and we may as a result be prevented from complying with our legal obligations to administer and collect outstanding monies owed to the Council. Similarly in not providing your information you may find yourself subject to legal and debt recovery proceedings.

Information sharing/recipients
We may share personal information about you with the following organisations:

• **Northgate Public Services**: Northgate Public Services is a company which may processes amendments to council tax liability on behalf of the Council.

• **Software Providers**: Our software providers may have to have access to our Council Tax system on occasion where there is a fault, to perform necessary upgrades or to host information on our behalf. The following have access

  • **Northgate Public Services**: We use Northgate Public Services Revenues and Benefits for the administration Council Tax. We also use them for our online services and hosting our online council tax forms to enable you to notify the local authority of changes that affect your liability or payment of council tax. **Govtech Solutions Limited**: We use Govtech Solutions Limited to process and cleanse information you provide to the local authority via our online services regarding your liability or payment of council tax.
- **Customer Records Management:** We use CRM to store, record, maintain and profile all customer service requests, transactions and digital requests made via our Salford Customer Account and some online forms services for council tax.

- **CAMS:** Document Imaging System for electronically storing and viewing information received and issuing manual & digital correspondence.

- **Looking Local:** Provide our ScanZone service located in our gateways in order to enable you to electronically scan to us documents in connection with a Council Tax liability, including when applying for discounts and reductions. We may share your data to provide you with email or text receipts.

- **Esendex:** We may share information with this provider in order to send text messages for individual requests for further information required from individuals or where we may need to remind individuals of a council tax payment that is due or overdue.

- **Experian Public Services:** We may share your details to verify your entitlement to Council Tax Discounts, or to trace individuals and profile individuals who owe arrears by verifying your personal and financial situation to ascertain your liability to pay and ability to pay arrears of council tax, where appropriate. We may also share details which will enable us to understand our customers better and target our services where there is most need and tailor our service to different groups of people.

- **Land Registry:** To check ownership of properties

- **External Enforcement Agents:** If you have accrued arrears and we have been unsuccessful in recovering monies owed or you have absconded without leaving a forwarding address. Our current enforcement agents are:
  - Bristow and Sutor
  - Jacobs

- **Local Government Ombudsman:** We may share information when requested as part of any ongoing complaint investigation.

- **Her Majesty’s Courts and Tribunals Service (HMCTS):** If we are required to take legal action to recover monies you owe.

- **Valuation Tribunal (VT) and HM Courts and Tribunal Service:** We may share information when requested as part of an appeal.

- **Printing and Mailing Companies:** We may share your details for the purposes of issuing bills and recovery documents (eg reminder notices).

- **Cabinet Office:** We participate in the Cabinet Office’s National Fraud Initiative, a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise. This data may then be passed on to other public bodies to investigate any matches.

- **Department for Work and Pensions:** We may share your details for the purpose of requesting an attachment to your benefits.

- **Her Majesty’s Revenue & Custom:** We may share your details for the purpose of recovering unpaid council tax

- **External Auditors:** To ensure correct administration of council tax legislation
• **Horsfields insolvency practitioners Ltd**: we may share your information with Horsfields Insolvency practitioners in order to obtain further information to assist us with the collection of council tax arrears, to ascertain your personal and financial situation in order to assess your ability to pay and the best course of action to be taken to recover outstanding arrears.

We may share your information with other departments within the Council, if there is a legal basis to do so. Where this happens, data sharing agreements are in place to control the use of this data. These services currently include:

• **The Audit and Counter Fraud Team**: in order to prevent and detect fraud and help protect public monies.

• **Business Intelligence and the Policy Office**: to inform decisions on the equality impact on protected groups so that elected members can make an informed decision on any disproportionate impact from proposals or changes to policy.

• **Welfare Rights Service/Citizens Advice Service**: we may share some information to enable these services to assist you where to negotiate payment plans if you are experiencing difficulty.

• **Your employer**: we may share your details for the purpose of requesting an attachment to your earnings.

• **Adult Social Care Client Financial Affairs**: To support the processing of fairer charging assessments.

• **Electoral Register**: to support the administration of the electoral register.

If you provide another person or organisation authority to discuss or to act on your behalf in council tax related matters, we may share information with them. In all cases we would require evidence that you had granted authority before any information is shared.

We may be asked to provide access to personal information by relevant authorities with regulatory powers such as the police, government departments and other local authorities for the purposes of the prevention or detection of crime and/or the apprehension or prosecution of offenders without the permission of the data subject. The Council will consider such requests on a case by case basis.

As well as information collected directly from you, we may also obtain or receive information from:

• **Letting Agents**: To provide confirmation of occupation and vacation dates for tenants.

• **Solicitors**: If they obtain relevant information in relation to you whilst acting on our behalf.

• **Landlords**: To provide confirmation of occupation and vacation dates for tenants

• **Department of Work and Pensions**: confirmation of any deductions from benefits in place.

• **Her Majesty’s Revenues and Customs**: confirmation of any deductions from benefits in place

• **Credit Reference Agencies**: to verify your personal and financial to ascertain your ability to pay arrears of council tax
- **Other Council Services**: To keep our records up to date and to help prevent and identify fraud

**Data Transfers beyond European Economic Area**

We do not transfer any of your personal information outside the European Economic Area (‘EEA’).

**Automated Decisions**

The Council provides online options for Salford Council Tax payers to choose to advise us of change of address details, apply, renew or cancel single person discount, apply for a student exemption, set up a direct debit or a payment plan. Decisions can be made including profiling customers to improve the customer experience and signposting support. Where an automated decision cannot be made this could involve human intervention.

**Data retention/criteria**

We will only 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 this will be a minimum of six years.

In some instances the amount payable in relation to Council Tax can change retrospectively to the date the tax came into effect (Council Tax from 1st April 1993). Consequently, in order that we are able to refund money that may become due, we keep the necessary records from those dates.

**Where can I get advice?**

If you have any questions or concerns about the collection, use or disclosure of your personal information please contacts:

- infogovernance@salford.gov.uk
- Address Data Protection Officer, Legal And Governance, Salford City Council, Civic Centre, Chorley Road, Swinton M27 5DA

You have the right to complain to the Information Commissioner’s Office (ICO) about the way we are handling your personal information. Details on how you can do this can be found on the ICO website.