Privacy Notice

Data protection obligations and commitments
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: Business Rates

Purpose
We collect, process and store your personal information for the following purpose:

- To administer and enforce the collection of Business Rates

Categories of personal data
We collect information about you when you fill in one of our forms or contact us about your Business Rates, 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 of your premises, landlords, estate agents and solicitors, where this is necessary in order to administer and enforce collection of Business Rates. In order to carry out this purpose, we collect and obtain the following personal information:

- Name
- Address
- Telephone Number(s)
- Email address
- Income and Expenditure Details
- Bank Details
- Ownership and Lease details
- Previous addresses
- Credit/debit card details for processing payments only

Legal basis for processing
Salford Council has a statutory responsibility to provide services that administer and enforce the collection of Business Rates. Therefore the legal basis we rely on under GDPR for processing your personal information is:

- Necessary for compliance with a legal or statutory obligation

Other legislation also applies to the provision of the Business Rates Service:

- Local Government Finance Act 1988
- Business Rate Supplements Act 2009
- Digital Economy Act 2017
- Digital Government Regulations 2018
- Local Government Act 2003
- Local Government Finance Act 2012
- Localism Act 2011

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/receive personal information about you with/from the following organisations:

- **Northgate Public Services**: Northgate Public Services is a company which may process amendments to Business Rates liability on behalf of the Council.

- **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 and 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.

- **Experian Public Services**: We may share your details to trace individuals who owe arrears. We may verify your personal and financial situation to ascertain your ability to pay arrears of Business Rates, where appropriate. We may also share details to enable us to better tailor our services to where they are most needed.

- **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 (e.g. 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.

- **External Auditors**: to ensure correct administration of Business Rates legislation

- **Solicitors** to assist the council with challenges faced in collecting National Non-Domestic Rates, such as Rate avoidance and disputed liability. Providing specialist experience and legal services in debt recovery, insolvency and litigation to the Council

- **Software Providers**: Our software providers may have to have access to our Business Rates 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 of Business Rates. We also use them for our online services and hosting our online Business Rates forms to enable you to notify the local authority of changes that affect your liability or payment of Business Rates.
  - **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 Business Rates.
  - **Customer Records Management**: We use CRM to store, record, maintain and profile all customer service requests, transactions and digital requests and some online form services for Business Rates.
  - **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 Business Rates liability, including when applying for Rate Relief and exemption. 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 Business Rates payment that is due or overdue.

We may share your information with other departments within the Council, if there is a legal basis to do so. 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/Debt Advice Service**: with your consent we may share some information to enable these services to assist you and to negotiate payment plans if you are experiencing difficulty.

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

- **Regulatory services**: to prevent and detect fraud and help protect public monies.

If you provide another person or organisation authority to discuss or to act on your behalf in Business Rates 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 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

- **Credit Reference Agencies**: to verify your personal and financial information to ascertain your ability to pay arrears of Business Rates

- **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 Business Rates payers to choose to advise us of change of address details, set up a direct debit or enrol for e billing. 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 Business Rates can change retrospectively to the date the rates came into effect. Consequently, in order that we are able to refund money that may become due, we keep the necessary records from those dates.

**Your rights**
Information about exercising your rights can be found on the council’s website [Exercising Your Rights](#).

**Updates**
We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details [Data Protection Legislation](#).