

LOCAL TAXATION AND BENEFITS PRIVACY NOTICE

Short Privacy Notice – Local Taxation and Benefits

The North Lincolnshire Council Local Taxation and Benefits Team collects and processes personal data for Local Taxation and Benefit purposes.

Personal data will be handled in accordance with the UK General Data Protection Regulation / Data Protection Act 2018 and other relevant legislation, and we will not disclose your data to any other third party, unless allowed or required to do so by legislation. For further details about the processing of your personal data please see the [Full Privacy Notice](#) and other information on our Data Protection and Privacy web page.

Full Privacy Notice – Local Taxation and Benefits

Data Controller

North Lincolnshire Council.

Data Protection Officer

Our Data Protection Officer is Phillipa Thornley and she can be contacted by email using informationgovernanceteam@northlincs.gov.uk or at Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL.

Contact details

North Lincolnshire Council – Local Taxation and Benefits Team
Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

Email: counciltax@northlincs.gov.uk or benefits@northlincs.gov.uk

Telephone: 03003030164

Website: [North Lincolnshire Council Local Taxation and Benefits](#)

Purpose of this Privacy Notice

This Privacy Notice tells you how North Lincolnshire Council uses personal data in relation to Council Tax and Benefits.

What do we mean by personal confidential data?

Personal data relates to living persons and is information that can be used to identify an individual such as name, date of birth, address or postcode.

What data do we have?

We collect and process personal data to carry out the administration of Local Taxation and Benefits, including:

- Council Tax.
- Business Rates / National Non-Domestic Rates.
- Housing Benefits.
- Council Tax Support Scheme.

Personal data including the following is collected:

- Contact details – name, address, email and telephone number.
- Family details.
- Business activities.
- Education details.
- Employment details.
- Financial details.
- Housing needs.
- Visual images.
- Licences or permits held.
- Case file information.

Special Category personal data including the following is collected:

- Health details.

What do we do with the data we have?

We use the data to administer Local Taxation and Benefit functions. This includes the use of your mobile telephone number or your email address to aid the collection of Council Tax, such as when the payment becomes overdue.

We will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable, except where we are required to disclose your personal data in accordance with legislation, for example in relation to the prevention and detection of crime, counter terrorism, safeguarding, legal proceedings or to protect the interests of you or another.

Organisations acting on our behalf

- Allpay (Cash payments).
- CAPITA (Printing and posing of correspondence).
- CAPITA (On-line and telephone payment services).
- Enforcement Agencies and associated Legal companies (Debt Management).
- Victoria Forms (Administration of online forms).

Who do we share your data with?

We may share personal information with organisations, including:

- Data Subject and their nominated representatives;
- Family or Household of Data Subject;
- Housing Providers, Landlord or Property Owner;
- Ombudsman and Regulatory bodies;
- Central Government Departments;
- Office for National Statistics;
- National Fraud Initiative;
- Law enforcement agencies and bodies;
- Courts, Hearings and Tribunals;
- Enforcement Agents;
- Legal representatives;
- Council services;
- Other Local Authorities;
- Partner agencies;
- Suppliers including ICT Software Suppliers;
- Bodies requesting information where there is a lawful basis under the General Data Protection Regulation

How do we get your personal data and why do we have it?

We collect personal data through established Local Taxation and Benefit processes.

The lawful bases we are relying on to process personal data are:

- (a) For the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller – Article 6(1)(e)
When you sign up to receive the newsletter
- (b) To meet out legal obligations – Article 6(1)(c).

The lawful basis we are relying on to process special category personal data is:

- (a) For reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued – Article 9(2)(g)

Can I withdraw my consent?

Yes, where the personal data has been collected and processed on the basis of consent.

How do we store your information and for how long?

Our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures and receive appropriate training on confidentiality and other aspects of Information Governance.

We take organisational and technical measures to ensure the information we hold is secure – such as using secure locations, restricting access to authorised personnel and protecting

personal and confidential information held electronically. We only exchange personal confidential information using secure methods, such as encrypted email.

Your personal data is retained in accordance with national guidance and our legal obligations. In this instance we will generally retain your personal data for the current year plus six years following the last action or 10 years for business rates information.

Retention periods may be extended for statutory or business reasons and personal data may be anonymised and kept for a longer period for statistical purposes.

Your Data Protection Rights

Under Data Protection law, you have rights including:

- **Your right of access** - to ask us for copies of your personal information.
- **Your right to rectification** - to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at inforequest@northlincs.gov.uk, 01724 296224 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN15 6NL to make a request.

How to Complain

The main point of contact at the council for Data Protection matters is our Data Protection Officer (DPO). If you have any Data Protection concerns about the collection of personal data for COVID19 and wish to make a complaint please contact our DPO, as follows:

Data Protection Officer

Email: informationgovernanceteam@northlincs.gov.uk

Telephone: 01724 296224

Post: North Lincolnshire Council, Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL

If you remain unhappy you can also complain to the ICO, as follows:

Website: [Information Commissioner's Office](https://www.ico.org.uk)

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113