

Privacy Notice – Council Tax

Under the General Data Protection Regulation 2016 (GDPR) and Data Protection Act 2018 (DPA), the London Borough of Bromley is a Data Controller for the information it holds about you. This notice provides details of how the Council's Council Tax department collects and uses information about you in line with its statutory duties. The Council has a lawful basis for collecting information about you for this purpose under Compliance with a Legal Obligation and Public Task.

Please read this notice alongside the Council's [Corporate Privacy Notice](#)

Information we collect about you

We may collect the following information as part of our council tax administration, billing, collection, recovery and enforcement process:

- Name
- Home address and mailing/forward address if different (plus previous address and move-in/move-out dates)
- Telephone Number
- Email
- Date of Birth
- Family information
- Household information
- Details of occupancy or tenancy information
- Health information including disability
- Employment details
- Educational details (if applicable)
- Financial information
- Criminal convictions

How we collect information about you

We collect information by the following means:

- Online i.e. our website
- Via email
- Over the telephone
- By paper correspondence
- In person (face-to-face)
- Information from other Council Departments such as Benefits
- Information provided by employer, educational institutions and landlord/letting agencies

Use of your personal data

We are collecting your personal data for the following purposes:

To correctly assess your liability to Council Tax, include entitlements to any discounts, exemptions and reductions.

To recover any Council Tax due

To allow the Council to communicate with you and to provide services appropriate to your needs including the take-up of relevant services

To protect public funds, including the prevention and detection of crime or fraud

The supporting legislation to use your personal information for these purposes are:

- The Local Government Finance Act 1992
- The Council Tax (Administrative and Enforcement) Regulations 1992
- The Fraud Act 2006 in relation to the prevention or detection of crime, including false representation

The above list is not exhaustive.

Sharing of your personal data

- Where appropriate, deemed necessary or required by law the information we collect will be shared with your representatives, the Council's fraud, audit, finance and contingency planning departments, Government Departments and other agencies and contractors for the purpose of billing and collecting council tax and for the detection, prevention and prosecution of fraud and criminal activity and for; these include; Other Council Departments i.e. Benefits
- Other councils
- Government agencies i.e. Department for Work & Pensions
- Courts
- Enforcement/collection agents
- Credit reference agencies
- Fraud prevention i.e. National Fraud Initiative
- Your employer
- Your place of study i.e. College or University
- Our printing and mailing services
- The Office of National Statistics
- Police
- Authorised representatives of the person whose personal data we are processing such as their solicitor, third sector debt advice agency, managing agent, rating agent or insolvency practitioner

We may share your information with third party service providers working on our behalf for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure, as required by the Data Protection Act 2018 and General Data Protection Regulations (GDPR), and not to use it for any other purpose.

We do not allow our processors to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data

We may be required to disclose information about you in other specific situations such as:

Where we are required to disclose information by law

When disclosing the information is required to prevent or detect crime

When disclosure is in the vital interests of the person concerned

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Keeping your personal data

We will keep your personal data for the minimum period necessary in accordance with our retention schedule. The information outlined in this privacy notice will be kept for the period required by the council for legal and audit purposes. All information will be held securely and destroyed under confidential conditions.

You Rights

There are a number of rights that you may exercise depending on the legal basis for processing your personal data. In most cases, these rights are not absolute and there may be compelling or overriding legal reasons why we cannot meet these rights in full. This will be explained to you in more detail should you contact us for any of the reasons detailed below:

Access to Information

The Data Protection Act 2018 allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Council Tax records along with all other personal records. Details of how to obtain a copy of your records can be found on the [Corporate Privacy Notice](#) page.

Right to Rectification and Right to Erasure

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you. The right to erase your data is not an absolute right and dependant on our lawful basis for processing and required retention periods as per the law.

If there is an error in your records you have the right to ensure it is rectified or erased, please contact us using the following form: <https://forms.liberata.com/revenues-and-benefits/contact-us/bromley>

Other Rights

To place a restriction on the council's processing of your data

To object to processing and

To request your data to be ported (data portability)

Where the processing of your personal data is based on your consent, in most circumstances, you have the right to withdraw that consent at any time and we will act on your instructions.

For more information about how the Council may use your data and to learn more about your rights please see the Council's [Corporate Privacy Notice](#) and [Data Protection Policy](#)

Protecting your personal data

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the personal information that we hold.

If you have any concerns or questions about how your personal data is processed, please contact the Council's Data Protection Officer by e-mail at <mailto:data.protection@bromley.gov.uk>.

If you are dissatisfied, you can then make a complaint under the Council's complaints procedure.

If you remain dissatisfied with the Council's response, you can complain to the Information Commissioner's Office in writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone 0303 123 1113 (local rate).

Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Bromley Council, along with most local authorities, has entered into a Data Sharing Agreement (DSA) with ONS (Office of National Statistics) around council tax data. For this project ONS will require a monthly extract of Council Tax data from every Local Authority in Great Britain. This extract of the required variables is taken from the Local Authorities Revenue and Benefit system. For all variables, except for payment details, this is a snapshot from the day of extract.