

Revenues and Controls Privacy Notice

Who we are:

Revenues and Controls

Town Hall

St Ives Road

Maidenhead

Berkshire

SL6 1RF

Contact Details: Revenues&Controls@rbwm.gov.uk

The lawful basis for processing the information:

The legislation governing Council Tax and National Non Domestic Rates (Business Rates) is the Local Government Finance Act 1992.

How do we collect information from you:

Personal data is collected from you by paper enquiry forms, electronic forms, by telephone or face to face.

The paper forms used are:

- Occupation enquiry form.
- Discount and exemption application forms- a list of available discounts and exemptions can be found on our website here:

https://www3.rbwm.gov.uk/info/200241/council_tax_reductions and

https://www3.rbwm.gov.uk/info/200443/business_rate_relief

Electronic versions of some forms can be found on our website at

https://www3.rbwm.gov.uk/info/200124/council_tax and

https://www3.rbwm.gov.uk/info/200135/business_rates

Direct debit mandate (both for Council Tax and Business Rates) are available on our website at www.rbwm.gov.uk.

Information can also be collected from:

- Landlords
- Letting Agents
- Other Councils
- Department of Work & Pensions
- Council departments- Planning, Building Control, Housing Benefits, Housing Options, Debt Recovery, Registrars, Electoral Registration, Adult Social Care, Incomes, Address Management and Environmental Health.
- BACS Payment Scheme Ltd (formerly know as Bankers Automated Clearing Services)
- Property Development Companies
- Land Registry

What type of information is collected from you:

The type of information collected is name(s), address, telephone number and email address, date of birth, correspondence address, benefit entitlement, Bank details, contact details of your doctor, student details, and income details. We may also collect names and contact details of anyone you have appointed to act on your behalf.

How we use the information you have provided:

All information held by Revenues & Controls is used to:

- maintain the property database for both Council Tax and Business Rates and to
- calculate liability and charges for Council Tax and Business Rates and
- To collect monies for Council Tax and business Rates under the Local Government Finance Act 1992.

Who has access to the information about you:

Information can be accessed within the Council by

- the Council Tax and Business Rates department, Debt Recovery and Benefits Department in order to determine correct liability and charges for payment of Council Tax and Business Rates.
- Incomes in order to ensure records are correct and for administration and collection of sundry payments.
- Audit- for checking of procedures and processes.

- Fraud Team, for investigation and prevention of fraudulent claims for any discounts or exemptions
- Customer Service Team- all telephone enquiries for Council Tax are dealt with by the Customer Service Team
- Electoral Registration- for verification of addresses and occupation and
- IT services- for technical and system maintenance.

Who we may share your information with:

Under statutory duties or as required by Law information is shared with the Department of Works and Pension, the Police, the Serious Fraud Office, HM Customs & Excise and the Valuation Office Agency. Information is also shared with Allpay Limited where a payment card is requested by you.

How long we store your information:

Information is stored for 7 years. Bank details supplied for the implementation of a direct debit instruction are kept for 13 months from the date of the last claim, in accordance with BACS regulations.

Does your service utilise automated decision making? – No.