

Debt Recovery Privacy Notice

Who we are:

Debt Recovery
Revenues and Benefits
Town Hall
St Ives Road
Maidenhead, SL6 1RF
debt.recovery@rbwm.gov.uk

Lawful basis for processing the information:

The Local Government Finance Act 1992. The Local Government Finance Act

How do we collect information:

Personal Data is obtained from a variety of sources including from the data subject to enable the debt or tax to be calculated initially. Personal Data is also supplied by other council departments for example for the invoicing of sundry debts. Personal Data is also provided, where appropriate, by Experian. It is also obtained from a Housing Benefit or Council Tax Support claim. It may be collected from third parties such as landlords, letting agents, other councils and employers.

What type of information is collected:

Name, address, telephone number, e-mail address, employer details. Also collected is information relating to income and expenditure and this is obtained from the data subject.

How we use the information provided:

The information is used for the collection of Council Tax, Business Rates, Adult Social Care invoices, and sundry debts which are owed to the council.

Who has access to the information about you:

The data subject is able to access the information by signing up to view their council tax account online.

Where the data subject has applied for Housing Benefit or Council Tax Support, the benefits service is able to access the information in order to process the claim.

The education service may access the information with the data subjects consent in order to verify residency at an address for school admission purposes.

Who we may share your information with:

We may share the information within the Debt Recovery Team for the collection of council debts and taxes. We share the information with Enforcement Agents who are involved in the collection of debts or taxes. We share the information with Allpay Limited (supplier of payment cards) and Destin Solutions (IT supplier). Information is shared with the Credit Protection Association.

How long we store your information:

Records are permanently retained.

Does your service utilise automate decision making? – No