



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

South Norfolk Council
Revenues & Finance Team
South Norfolk House
Cygnet Court
Long Stratton
NR15 2XE

Service user number

4 4 4 2 5 8

For South Norfolk Council, official use only. This is not part of the instruction to your bank or building society.

Please specify your payment date preference below:

Monthly payment option:

1 st	5 th	15 th	25 th	28 th

Weekly payment option (payments made on a Friday):

Weekly	Two Weekly	Four Weekly

Date of 1st payment

Value of each instalment payment

£

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager

Bank/building society

Address

Instruction to your Bank or Building Society

Please pay South Norfolk Council Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with South Norfolk Council and, if so, details will be passed

Signature(s)

Postcode

Date

Reference (this is your 10 digit account number)

Banks and Building Societies may not accept Direct Debit Instructions for some types of account

DDI 1 5/15

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit South Norfolk Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request South Norfolk Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by South Norfolk Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when South Norfolk Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Privacy Notice

South Norfolk Council takes your privacy very seriously. Under data protection legislation we lawfully process your personal information as a public authority.

What we do with your data

The purpose of collecting your personal data on this form is to allow us to request payments you're your bank in line with the procedures set out by BACS. We may check some of the information with other sources as allowed by the law. We will retain this data for 7 years from the date your account is paid / closed.

Data Sharing

We do not pass your details on to third parties unless the Council is lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes. Examples are the Department for Work and Pensions, HM Revenue & Customs and internal departments such as Council Tax and Early Help. We may share the details with other organisations that handle public funds and assist in the processing of other benefits.

Your Rights

Under data protection law you have the right to request access to, rectification, restriction or objection to the processing of your personal data, as detailed in our Privacy Policy (on our website). You can contact our Data Protection Officer at right2know@s-norfolk.gov.uk or telephone **01508 533943**. You also have the right to lodge a complaint with the regulator, the Information Commissioner's Office.

HB/SD