

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

Please fill in the whole form including the Official Use Box using black ink and send it to:

South Norfolk Council
The Horizon Centre
Peachman Way
Norwich
NR7 0WF

Originator's Identification No.

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1. Name(s) of Account Holder(s)

2. Bank/Building Society account number

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3. Bank Sort Code

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4. Name and full postal address of your Bank or Building Society

To: Manager	Bank/Building Society
Address	
Postcode	

Reference Number – Please leave blank

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FOR SOUTH NORFOLK COUNCIL USE ONLY

This is not part of the instruction to your Bank or Building Society

Invoice ref no.

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Frequency of payments

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Your Name & Address:

5. 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 the instruction will remain with South Norfolk Council until such time that the instruction is cancelled. Details will be passed electronically to my Bank/Building Society.

Our Financial Services privacy statement can be seen overleaf.

Signature(s)

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Date

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



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 – Financial Services

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?

We need some personal information so we can send accurate invoices to customers and payments to suppliers. We will keep your data in accordance with our Data Retention Policy (available on our website).

What are 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 (available on our website).

You can contact our **Data Protection Officer** at: data.protection@southnorfolkandbroadland.gov.uk. You also have the right to lodge a complaint with the regulator, the Information Commissioners Office (ICO).

What are the consequences of not providing data?

If data is not provided we may be unable to send accurate invoices or make payments to you for services that you've provided.

Data sharing

To comply with the Local Government Transparency Code 2015, we publish our spending data that exceeds £250.00. Personal data, relating to an individual, sole trader or partnership is redacted.