**Privacy Notice for Council Tax**

**What this document is for?**

This privacy notice provides details on how we, Broadland District Council and South Norfolk Council (“the councils”), use your personal information for the purposes of administering and enforcing council tax account and billing information in order to collect council tax. We also use data in our Council Tax database for other purposes, including the performance of our statutory enforcement duties and the prevention and detection of fraud.

By ‘use’ we mean the various ways your data may be processed, including how it’s storing and sharing the information.

The Councils are known as the ‘Data Controller’ for your data, and act as independent, sole data controllers, determine by the District that you live in.

**Further details**

We also provide the details regarding your rights and our Data Protection Officer’s details in our general privacy policy on our [website](https://www.southnorfolkandbroadland.gov.uk/dataprotection)

**What we use your information for**

The Councils will use your information to:

* Provide advice and guidance in relation to the accurate billing and timely collection of your Council tax
* Provide any other service and product you are entitled to
* Make enquiries and referrals to external agencies or other internal council departments
* Allow the completion of relevant, statutory returns to central government and other accredited agencies

**What personal data we collect and use about you**

We will use information provided by you on application forms, in writing and from conversations with us in relation to yourself (the main bill payer), other people named on the Council Tax account or where you’re applying for exemptions / discounts on behalf of a resident:

* Contact Information - this could include your name, property address, email address, and telephone number(s)
* Dates of birth
* National Insurance Number
* Marital status/relationship with resident
* Previous address history (last known address)
* Details of any previous instances of arrears (if applicable)
* Financial/employment circumstances for Income, Capital, Savings, and equity (including bank statements, pay slips)
* Health and Social care information and assessments – this could include disabilities, long term health issues relevant to the application etc.)
* Care leaver status
* Details of any service in the armed forces
* Details of any child residency
* Any relevant risks or vulnerabilities
* Detention through court orders

**Who provides this information?**

We receive most of this information from you, but we may also obtain some of this data from the following agencies where relevant:

* Other local authorities
* Your GP or health care provider
* Private landlords and Registered Housing Providers
* Department for Work and Pensions
* Probation services/Prisoner services
* Police
* Any other organisations providing you with support
* Other internal council departments

**How we share your information**

Information provided for Council Tax administration is shared internally within the two Councils, and externally with enforcement agents, Valuation Office Agency and the courts service in order that they may carry out their statutory duties.

We also share your data with the Cabinet Office as part of the National Fraud Initiative.

Apart from where previously stated, we do not pass your details to third parties unless we are lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

**How the law protects you and the legal basis for processing your information**

We have legal grounds under the UK GDPR to process this information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law under the under the Local Government Finance Act 1992.

Under Article 9.2 (b) of the UK GDPR, we may also process special categories of data such as health data.

**How long will we keep your personal information for**

The information you provide will be held securely by us for a period of no longer than **7 years** following the closure of your account.

**How we keep your information**

The information is stored electronically, on the Council’s network including records management systems.

**Changes to this notice**

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated in May 2023.