

## Revenues Services Privacy Notice

When you are registered with Revenues Services for:

- Council Tax
- Non Domestic Rates
- Applying for any reliefs available for these services, or
- Using a Council service where our Customer Invoicing team send you an invoice

You will need to provide us with some personal data or information.

As the 'data controller' for the personal information – or data – we hold about you, **South Ayrshire Council** decides how your personal information is used/processed, and what it is used for.

This statement provides more details about this and provides information on how to get in touch with us if you need to know more.

### Your personal data – what is it?

Personal data is information relating to a living person who can be identified from that data. Identification can be based on the information alone, or in conjunction with any other information. The processing of personal data is governed by the General Data Protection Regulation 2016 (GDPR) and supplemented by the Data Protection Act 2018.

### What Personal Data will we collect from you?

We will only collect the personal information we need to provide you with relevant information, services and support in relation to Council Tax, Non-Domestic Rates and Customer Invoicing Services. The personal data we will collect includes:

- Name(s) of all occupants of your household
- Address
- Telephone number (landline and mobile)
- Email for you and any partner
- Bank Account Details
- Health conditions (where relevant)

### How will we use your information?

We will use the information you provide to update and maintain our Council Tax, Non-Domestic Rates and Customer Invoicing Services records, including dealing with any applications for reliefs.

We may contact you for further supporting information, and we may verify the information you provide with information we currently hold on file, to prevent or detect crime, or to protect public funds as permitted by law. As part of this verification process it may be necessary to:

- Obtain additional information from third parties, or
- Provide some of your personal information to third-parties to check the accuracy of your application and supporting evidence.

Further details on who we will share this information with are outlined below.

## What is the legal basis for using/sharing your information?

We will use your data to provide you with the Council's Revenues, Council Tax, Non-Domestic Rates and Customer Invoicing services. The legal basis is necessary for the performance of a public task that is carried out in the public interest or in the exercise of official authority vested in the data controller as per Article 6(1) (e) of the GDPR and the task or function has a clear basis in law. The main laws relating to Revenue Services are:

- Local Government Finance Act 1992 (as amended)
- Debtors (Scotland) Act 1987
- Valuation & Rating (Scotland) Act 1956
- Local Government (Scotland) Act 1975 (as amended)
- Local Government and Rating Act 1997

Where we process special categories of personal information about you, the processing is necessary for the purposes of carrying out obligations and exercising specific rights of the controller or of the data subject in the field of social security or social protection law as set out in Article 9(2) (b) of the GDPR and meets a condition in Part 1 of Schedule 1 of the Data Protection Act 2018.

## Who will we share your information with?

We may be required to share your data with the following parties:

<b>When we collect your personal data</b>	<b>Who we will share your data with:</b>
<i>For Council Tax or Non-Domestic Rates and/or reliefs for these services</i>	<ul style="list-style-type: none"><li>• Our third party supplier; (who process your data on our behalf by printing and issuing your bill to you)</li><li>• Other Council departments; (as the law allows)</li><li>• Other Local Authorities;</li><li>• Government Agencies; (for the prevention of crime and fraud)</li><li>• Ayrshire Valuation Joint Board;</li><li>• Scottish Government;</li><li>• Sheriff Court Administration; and</li><li>• Debt Recovery, Tracing agents and/or Sheriff Officers (if Court action for recovery of debt is necessary)</li></ul>
<i>Where you use a Council service that results in an invoice being issued to you</i>	<ul style="list-style-type: none"><li>• Our third party supplier; (who process your data on our behalf by printing and issuing your invoice to you)</li><li>• Other Council departments; (as the law allows)</li><li>• Sheriff Court Administration; and</li><li>• Debt Recovery, Tracing agents and/or Sheriff officers (if Court action for recovery of debt is necessary)</li></ul>

We will not share any health related data you provide to us with anyone.

## How long do we keep hold of your information?

We keep your personal data for no longer than reasonably necessary. We will retain your information in line with our Corporate Retention Schedule as follows:

Purpose we collect your personal data	Trigger – event that prompts start of retention period	How long we hold your data
Council tax collection	Start of liability	Current year + 20 years (we will then review whether we will continue to hold this information for business requirements)
Collection of non-domestic rates payable for a property	Start of liability	As above
Records documenting the administration of Council Tax & Non Domestic Rates.	End of current tax year	6 years (from end of financial year)
Debt management records – debts owed to the Council.	Date debt discharged	6 years (from end of financial year)

## What are your rights?

The lawful basis for processing/using your personal data directly impacts which rights are available to you. For example, some rights will not apply, if we are processing your data under public task (Article 6 (1) (e)) we are not required to:

- erase your personal information
- enable the right to data portability

However, you do have the following rights and can ask us to:

- correct your personal information if it is inaccurate;
- complete your personal information if it is incomplete; and
- restrict the processing of your personal information in certain circumstances.

You also have the right to object to the processing of your personal information and the right to access your information.

## What are the consequences of failing to provide personal information?

Where the provision of your information to the Council is a statutory or contractual requirement, or a requirement necessary to enter into a contract, you are obliged to provide the information. If you fail to provide this information you may be subject to civil penalty notices and we will not be able to process any applications for reliefs.

## What about Automated Decision- Making?

The Council does not use profiling or automated decision-making. Some processes are semi-automated (such as data matching for the prevention or detection of fraud), but an actual person will always be involved before any decision is reached affecting any individual

## Do you require this statement in a different format?

Please contact us if you require this information in an alternative format.

### **How can you get in touch with us?**

If you wish to obtain any records held by the Council relating to you, or if you have any general data protection queries, please contact the Council's Data Protection Service at:

Data Protection Officer  
South Ayrshire Council  
County Buildings  
Wellington Square  
Ayr  
KA7 1DR

**Email:** [DataProtection@south-ayrshire.gov.uk](mailto:DataProtection@south-ayrshire.gov.uk)

**Telephone:** 01292 612 223

### **Are you dissatisfied with the way your Personal Information has been handled?**

If you are unhappy with the way we have dealt with your personal information, you can complain to the Council's Data Protection Officer using the contact details noted above.

If you remain dissatisfied after contacting us, you have the right to complain to the Information Commissioner (<https://ico.org.uk/for-the-public/>):

Information Commissioner's Office – Scotland  
45 Melville Street  
Edinburgh  
EH3 7HL

**Email:** [Scotland@ico.org.uk](mailto:Scotland@ico.org.uk)

**Telephone:** 0303 123 1115