

Revenues Privacy Notice



Who will control my data

The Data Controller for all the information you provide is Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY

How we will use the information about you

We will use the information you provide to the Revenues team for the billing and collection of Council Tax and/or Business Rates.

We have a statutory duty to administer and collect council tax in accordance with the Local Government Finance Act 1992, as amended.

We have a statutory duty to administer and collect business rates in accordance with the Local Government Finance Act 1988, as amended.

Failure to supply information to identify the liable person and the correct award of a discount or exemption may result in a civil penalty.

How we will store the information about you

Your data will be held within Cornwall Council's secure network and premises and will not be processed outside of the UK. Access to your information will only be made available to the revenues team and other authorised members of Cornwall Council's staff who are required to process it for the purposes outlined in this privacy notice.

Where your information is shared with other Council statutory services or organisations responsible for auditing or administering public funds, as detailed overleaf, there are contracts which require them to keep personal information safe and which prohibits them from doing anything with your personal data other than following our instructions.

How long we keep your information

We will only keep your information for as long as it is required following the retention period that is set in law relevant to the processing we are undertaking for you. Once your information is no longer required, it will be destroyed securely and confidentially.

Your rights

Your personal information belongs to you and you have the right to:

- Be informed of how we will process it
- Request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- Have it amended if it's incorrect or incomplete
- Have it deleted (where we do not have a legal requirement to retain it)

If you think any of the information we hold about you is incorrect or incomplete please contact: Revenues, PO Box 676, Truro, TR1 9EQ; Tel: 0300 1234 171; or online at:

Council Tax: www.cornwall.gov.uk/counciltaxcontact; Business Rates: www.cornwall.gov.uk/contactndr

If you would like access to any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer, Cornwall Council, County Hall, Truro, TR1 3AY. Tel: 0300 123 4100. Email:

dpo@cornwall.gov.uk

If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioners Office telephone number 0303 123 1113;

<https://ico.org.uk/concerns/>

Who else we will share your information with

We will not use your information for any other purpose or give it to anyone else unless we are required to do so by law. We have a duty to protect public funds so we may need to use the information held about you for the prevention and detection of fraud which would require us to share it with other Council statutory services or organisations responsible for auditing or administering public funds. Your consent is not required to share your information with the departments/organisations detailed here. Please note that the following list contains all areas where your data is currently shared, but this may be updated over time. Any additional data sharing would only be where there is a legal requirement to do so. If you would like more information about this, or an up to date list of teams that your data is shared with, please visit our website www.cornwall.gov.uk/yourdata.

Who we share your data with	What the data is used for	Reason that the data is shared
Advice Agencies	We will share information to enable agencies to work with you to help you improve your financial situation.	Your information is shared as a responsible creditor to resolve debt problems at the earliest opportunity. We will not share your information with an advice agency without your consent.
Business Improvement District (BID) Companies	We will share information to enable the canvassing of a ballot and developing BID proposals.	Your information is shared in accordance with The Business Improvement Districts (England) Regulations 2004.
Debt Management Agents	We will share information with debt management agents to proceed with the collection of revenues.	Your information is shared in accordance with The Council Tax (Administration and Enforcement) Regulations 1992, as amended/Non Domestic Rating (Collection & Enforcement) (Local Lists) Regulations 1989, as amended.
Government Departments e.g. Department for Work and Pensions/Valuation Office Agency/ Cabinet Office/HMRC	For example, we will share information to maintain the council tax and rating lists. We participate in the National Fraud Initiative, a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data for matching.	For example, your information is shared in accordance Local Government Finance Act 1988 & 1992. Data matching exercises are carried out in accordance with Part 6 of the Local Audit and Accountability Act 2014 and the Digital Economy Act 2017. For further information on data matching with the National Fraud Initiative visit www.cornwall.gov.uk/nfi .
Cornwall Council Address Management Team	We will share information relating to property addresses to support the maintenance of the Local Land and Property Gazetteer.	Your information is shared in accordance with the Public Health Act 1925 the Towns Improvement Clauses Act 1847
Gov.uk Notify (Cabinet Office)	We will only share mobile telephone numbers if prior consent has been given by the customer, to enable text messages to be sent through Notify as data processor	Your information is shared in accordance with the Data Protection Act 2018
Cornwall Council Adults Charging Assessment Team	We will share information about individuals moving in and out of hospital or residential care to enable accurate financial assessments in respect of residential or domiciliary care.	Your information is shared in accordance with the Welfare Reform Act 2012 and the Social Security Regulations 2012.
Cornwall Council Electoral Registration	We will share information to assist in the administration of the Electoral Register.	Your information is shared in accordance with the Representation of the People Act 1983, as amended.
Cornwall Council Integrated Passenger Transport Unit	We will share information to assist with the administration of National Concessionary Bus Passes.	Your information is shared in accordance with the Concessionary Travel Act 2007.
Cornwall Council Planning and Enforcement	We will share information to assist in planning and enforcement work.	Your information is shared in accordance with the Town & Country Planning Act 1990, as amended.
Cornwall Council Private Sector Housing	We will share information to assist with enforcing housing standards and returning long term empty properties back into use and to improve energy efficiency	Your information is shared in accordance with the Housing Act 2004 and, The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 section 37(6).
Cornwall Council Public Protection Team	We will share information to assist with the identification and protection of fraud and other illegal trading.	Your information is shared in accordance with The Fraud Act; Consumer Protection from Unfair Trading Regulations; Tobacco and Related Products Regulations and Consumer Rights Act 2015.
Cornwall Council Waste Management Team	We will share information to provide primary addresses to contact householders to prevent environmental crime offences.	Your information is shared in accordance with the Environmental Protection Act 1990.