

Privacy Notice Council Tax

Who we are

London Borough of Newham is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and the London Borough for Newham ('the Council'). The Council takes the privacy of your information very seriously.

The Council Tax department is part of the Council Tax and Benefits Service and is responsible for administering Council Tax, including discounts and exemptions and for awarding Council Tax Reduction.

Our address is:
Council Tax and Benefits Service
London Borough of Newham
PO Box 23504
E15 4UU

You can send an email to: Council.Tax@newham.gov.uk

This privacy notice relates to our functions relating to the collection of Council Tax. It provides additional information that specifically relates to this particular service, and should be read together with our [Housing Benefit and Council Tax Reduction privacy notice](#) and our [general privacy notice](#) that provides more detail.

What data do we collect?

We may collect the following information from you and any other person in your household:

- Name
- Address
- Date of birth
- Telephone number
- Email address
- Health information
- Employer details
- Income details
- Expenditure details
- Financial details – including tenancy agreements
- Landlord details
- Immigration status
- Property ownership
- Power of attorney details
- Information from partner organisations (see "Data sharing")

Why we collect your data

In order to administer Council Tax, it is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service. We will process personal information relating to:

- Administration
- Billing
- Discounts
- Payment
- Recovery
- Exemptions

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The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is:

- (c) Legal obligation: the processing is necessary for us to comply with the law
- (e) Public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

We require the information to carry out our duties under the Local Government Finance Act 1992 and associated Regulations including

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- Administration of Council Tax under the Local Government Finance Act 1992 (and amendments)
- Administration of Council Tax under the Local Government Finance Act 2012 and associated Regulations
- Administration of Council Tax under the Council Tax (Administration and Enforcement) Regulations 1992 (and amendments)
- Administration of the Council Tax Reduction Scheme under S13A and schedule 1a of the Local Government Finance Act 1992 and associated Regulations
- The Serious Crime Act 2007 (where needed to disclose information to prevent fraud)

How we use your data

We will use your data for the purpose of administration and collection of Council Tax and for awarding Council Tax Reduction.

We may also use it for performing any of its statutory enforcement duties and to help collect debts like Council Tax and to assist in the recovery of Housing Benefit overpayments.

Who we will share your data with

We must protect the public funds that we collect and handle. In order to do this, we will check some of the data you provide to us with other sources, including HM Revenue and Customs and credit reference agencies, to verify your identity and to make sure that the information you have provided is accurate.

We may also share your information internally with other council departments where we have a lawful basis to do so, as well as under legal obligations with partner organisations that audit or administer public funds, to prevent and detect fraud and error including:

- Other Councils:
- Government departments such as HM Revenues and Customs, Magistrates Court, the Department for Work and Pensions, and the Cabinet Office (as part of the National Fraud Initiative)
- National Audit Office
- Police
- Enforcement Agents
- Credit Reference Agencies – TransUnion (CallCredit), Eqifax, LoCTA.

We will share information with a third party where you have given us written permission to do so.

We may share information with Elected Members of the London Borough of Newham where they are pursuing their legitimate functions and with Members of Parliament for the same reason.

Automated decision making

You have specific rights relating to any automated decision making carried out by LBN (London Borough of Newham).

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Data Processors

We have outsourced some of our services to private sector companies who provide services on our behalf. These organisations collect and use personal information on our behalf to provide services. We need to supply your information to these organisations in order to provide a service to you. These are:

NEC Software Solutions UK

A private sector company which provides benefit services, income collection services, council tax administration and collection services to the Council.

Processing council tax and benefits transactions using Robotic Processing Automation (RPA)

Personal data will be shared with Delta 4 Services Limited (D4S) for automating council tax and benefits transactions using RPA solutions.

RPA solutions will process each caseload of data through integration with NEC systems administered by D4S. Completed cases will be assessed within NEC applications and notified through a report.

RPA solutions are not always fully automated and do require human intervention.

Personal data generated throughout the processing will be stored within an encrypted database hosted within the council's infrastructure.

How long we will keep your data

All personal data is deleted from the RPA runtime solution upon completion of the processing of relevant revenues and benefits transactions.

We will keep all other data safe and secure in line with our retention Schedule. After this time, it will be securely destroyed.

How do we protect your data?

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse, or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out more at <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: GDPR-dataprotection@onesource.co.uk.

You can view our full Privacy Notice on our website here [Processing personal data privacy notice – Newham Council](#)