**Exchequer Services Privacy Notice**

This privacy notice covers the following functions

* Council Tax administration and recovery;
* Housing Benefit and Council Tax Support administration and recovery;
* Business Rates administration and recovery;
* Sundry Debts administration and recovery; and
* Adults Social Care Finance assessment and recovery.

Information collected

* Name;
* Contact details (telephone, email address)
* Address (current and forwarding);
* Date of Birth;
* National Insurance Number;
* Household composition (including dependents);
* Student status / education provider;
* Benefits information;
* Business information;
* Employment information;
* Health/medical information (including details of disability);
* Bank information;
* Financial information (savings, capital, assets, income, expenditure, debt, insolvency, bankruptcy etc.);
* Tenancy and landlord details;
* Property information;
* Fees for Residential Homes and providers;
* Care provision and provider details;
* Name and address of person acting on their behalf or Power of Attorney;
* Information provided by third parties such as Welfare Rights, CAB, Appeals Tribunals, GPs, Hospitals; and
* Ethnicity.

What is your personal information used for?

* to assess and collect council tax, business rates and sundry debts;
* to administer housing benefits and council tax support
* to resolve queries and complaints made about the service;
* collecting debts owed to us;
* for crime prevention or detection of fraud, including the use of data-matching initiatives designed to protect public funds;
* to ensure safe systems of work for staff visiting / meeting with customers, for example in their homes;
* to prepare statistics and for research, where possible this will be done using anonymised information;
* for consultation purposes, in connection with the administration of Council Tax and Benefits (as required under Schedule 1A of the Local Government Finance Act 1992).

We will use your personal data in accordance with law enforcement purposes, as set out in Part 3 of the Data Protection Act 2018 ('the 2018 Act').

The term ‘law enforcement purposes’ relates to the prevention, investigation, detection or prosecution of criminal offences, or the execution of criminal penalties (including the safeguarding against, and the prevention of, threats to public security.)

We may need to process sensitive personal data for law enforcement purposes, where it relates to a pressing social need, which cannot reasonably be achieved through less intrusive means. Such processing will only take place if either one of the law enforcement purposes set out in the 2018 Act is satisfied, or you have given your consent.

Agencies we might share the information with

* Department for Work and Pensions (DWP)
* Office of the Public Guardian (OPG);
* National Fraud Initiative (NFI);
* Clinical Commissioning Group (CCG)
* Other Council services;
* Other Local Authorities;
* Members of Parliament, Cabinet Members and Councillors;
* New Charter Housing Trust;
* Landlords;
* Rent Office;
* Police;
* Judicial Services (i.e. Court of Protection, Tribunal Services, Magistrates Court etc.) Debt Collection and Enforcement Agencies;
* Utility providers;
* Banks;
* Pension providers;
* Ombudsman and regulatory bodies;
* Valuation Office agency; and
* Office for National Statistics (ONS).

Processing your information

Information you share with the Council may be subject to processing by a third party organisation. We may undertake a Data Protection Impact Assessment prior to commencing any such activity and will always ensure that processing of your data falls under one of the following lawful bases’;

* We have your consent;
* We have to fulfil a contractual obligation to you, or you have asked us to do something before entering into a contract;
* We have a legal obligation to process your personal data;
* We need to process your personal information to protect someone’s life, this is known as a vital interest;
* We need to process your personal information ‘in the exercise of public authority’. This covers the public functions, powers and obligations placed on the Council and set out in law;
* The final lawful basis is legitimate interest. As the majority of the Council’s work is done as a public authority. There may be an occasion where we perform a task which is outside the scope of us being a public authority, in those instances we will perform a three part test to assess the purpose, necessity and balance of the processing to ensure your rights and freedoms are protected.

Your personal information and your rights

You can find out more about your rights regarding the personal information used for this service [here](https://www.tameside.gov.uk/dataprotection/ExercisingYourIndividualRight). Your rights apply to the information held by the Council as a data controller, and the information we hold on behalf of the other data controllers.

We may occasionally use your information to make decisions through automated means. If we do so we will inform you and advise you of your rights to have the decision reviewed or retaken.

For further information please email [information.governance@tameside.gov.uk](mailto:information.governance@tameside.gov.uk)

Privacy Notice Update – November 2020