

## Exchequer Services Privacy Notice

Our core data protection obligations and commitments are set out in the Council's Corporate Privacy Notice and on our website at [Data Protection – Privacy Notice](#).

This notice provides additional privacy information for individuals who engage with Exchequer Services

### Purpose(s)

We collect and process your personal information for the following purpose(s):

- To assess and collect Council Tax, Business Rates and sundry debts;
- To assess eligibility for and administer Housing Benefit and Council Tax support;
- To assess eligibility for and administer grant schemes, including but not limited to, the Council Tax Energy Rebate Grant;
- To assess and administer repayments relating to Council Tax and Business Rate overpayments;
- To resolve queries and complaints made about the service;
- To collect 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 aggregated data and statistics which may be shared with internal and external stakeholders and for research. Where possible this will be done using depersonalised (anonymised or pseudonymised) data;
- 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).

### Categories of Personal Data

- Name;
- Date of Birth;
- Age;
- Address (current and forwarding);
- Contact details (email address, telephone number(s));
- National Insurance Number;
- Household composition (including dependents);
- Student status/education provider;
- Benefits information;
- Business information;
- Employment or self-employment information;
- Bank account 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; and
- 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.

## Special Category Data

We may also collect special category personal data that may include:

- Physical and mental Health data (for example, any disabilities, illnesses, mental health problems) insofar as it relates eligibility for benefits; and
- Racial or ethnic origin.

## Legal Basis for Processing

The legal basis for processing your personal information is:

- GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- You have given your consent.

If you fail to provide certain information when requested, we may not be able to adequately carry out the purposes set out above.

We also collect special category data as set out above and our lawful basis is GDPR Article 9(2)(b) for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment, social security and social protection law.

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.

## Who will we share your information with?

- Department for Work and Pensions (DWP);
- HMRC;
- Other Government Departments;
- Office of the Public Guardian (OPG);
- National Fraud Initiative (NFI);
- Clinical Commissioning Groups (CCG)/Integrated Care Systems (ICS);
- Other Council Services;
- Other Local Authorities;
- Members of Parliament, Cabinet Members and Councillors;
- Jigsaw Homes;
- Landlords;
- Rent Office;
- Police;
- Judicial Services (i.e. Court of Protection, Tribunal Services, Magistrates Court etc.) Debt Collection and Enforcement Agencies;
- Capacitygrid (a trading name of Liberata UK Limited), who are contracted by TMBC to carry out Empty Home reviews, Discount and Exemption reviews and Business Rates reviews
- Utility providers;
- Banks;
- TransUnion, or other Credit reference agencies;
- Pension providers;
- Ombudsman and regulatory bodies;
- Valuation Office Agency;
- Office for National Statistics (ONS); and
- Third parties under contract to support the public functions, powers and obligations placed on the Council and set out in law; including, but not limited to, the maintenance of the Council Tax List, Business Rates Rating List and the collection of tax owed.

In order to administer the Council Tax Energy Bill Rebate applications, we are required to validate your bank account details, and need to share relevant information you have given us in your application with TransUnion. This will be used to ensure your rebate payment is paid to the correct bank account and to help prevent fraud. . This is not a credit check and will not impact your credit rating, however, a search footprint retained by TransUnion will show that an identity check has been performed. For more information on how TransUnion may use your data, please visit <https://www.transunion.co.uk/legal-information/privacy-centre>.

## How long we will keep your data for and why?

We will only retain information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons.

## Transferring data outside the European Economic Area (EEA)

Your information is not processed outside of the European Economic Area.

## Your rights

Information about exercising your rights can be found on the council's website [Exercising Your Individual Rights](#).

## Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.

## Data Protection Officer

If you have any questions or concerns about how we use your personal information, please contact the Data Protection Officer at [information.governance@tameside.gov.uk](mailto:information.governance@tameside.gov.uk) or by calling 0161 342 8355.

## Automated Decisions

No automated decisions are made throughout this process, except in the case of the Council Tax Energy Bill Rebate.

Under the Council Tax Energy Bill Rebate, Automated Decision Making (ADM) will take place for any person who is eligible under the main scheme (band A-D property) who pays their Council Tax by Direct Debit, as an automated check will be run to confirm the liable person's name matches the name on the bank account the Direct Debit originates from. If they match, the rebate will be paid automatically. Only bank account checks are undertaken for existing Direct Debit payers.

Bank account and ID checks will be undertaken for anyone applying under the main scheme (band A-D property) who does **not** pay by Direct Debit and for all applicants to the discretionary scheme. Where those criteria are satisfied, payment will be processed automatically. Where the automated checks are not satisfied, TMBC staff will review the application and work with the applicant to resolve in order to make payment.

No profiling (automated processing of personal data to evaluate certain conditions about an individual) takes place throughout this process.

## Updates

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details on our [Data Protection page](#).