

What we use your information for

We use personal information when collecting corporate sundry debts on behalf of council departments for goods and services provided, parking warrants and bus lane violations.

We require personal and financial information to facilitate the effective collection of debt.

What information we hold and use

The types of information we hold and process includes -

- names, addresses and contact information
- biographical and family information
- dates of birth and national insurance number
- financial information and bank account details
- employer and employment data
- health and welfare information
- appointees/representatives details

Legal basis for processing your personal data

Information is processed in the performance of a task carried out in the public interest and in the exercise of official authority vested in us. Special category data relating to health and welfare is processed only where necessary for reasons of substantial public interest on the basis of Union or Member State law or for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

Debt is raised under legislation applicable to the associated Council Department; recovery protocol is detailed within the Council's Corporate Debt policy.

How we collect information

Information is collected from -

- other departments
- the debtor and their appointees/representatives
- landlords
- professionals at other organisation's including -
 - solicitors
 - police
 - welfare advisory services
 - credit reference agencies

It is collected using -

- forms
- letters

- email
- telephone contact
- details held on computer systems

Automated decision making

We may make automated decisions to recover outstanding debt to the council. This means that your information will be shared with other external Government agencies, in order to recover outstanding monies.

Who we share the information with

We do not make your personal information available to companies for marketing purposes.

Information is shared with other council departments and external organisations where necessary for the recovery of the debt; it is shared where the law allows and in order to maintain accuracy, detect fraud and protect public funds, for example Debt Collection Agencies and Her Majesty's Court Services

Security and retention of your personal data

Personal data is stored within our secure computer network and offices that have controlled access. It is retained for as long as there is a business and legislative need for it, normally for the current year, plus 6 years following the end of debt.

What rights you have

You have -

- a 'Right of Access' to see the information we hold about you
- a 'Right to Rectification' where you believe information we hold about you is incorrect or incomplete
- a 'Right to Restrict' processing and a 'Right to object' to processing where certain circumstances apply

To exercise these rights you need to contact us as detailed below. For rectification, restriction or objection you need to provide the reasons for your request.

Your personal information is not processed for individual automated decision making, or used for profiling of individuals for marketing purposes.

Questions, complaints and comments

More details about how we use personal information can be found on our website.

Information security breaches should be reported to us either by telephone on 01482 300 300 or email at information@hullcc.gov.uk

Enquiries about how your personal data is processed can be directed to the Sundry Debt team -

FREEPOST RSJC-KKBE-ABXZ

Sundry Debtors
Hull City Council

PO Box15

Hull

HU1 2AB

Telephone: 01482 300 300

Email: SundryDebt.ServiceRequests@hullcc.gov.uk

As a public authority we are required to have a Data Protection Officer. You may contact them for more information or with any concerns about how your personal information is being used -

Hull City Council

Data Protection Officer

Room 11

The Guildhall

Hull

HU1 2AA

information@hullcc.gov.uk

If you are not happy with the outcome of a complaint you have the right to complain to the regulator -

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a normal rate number.

Hull City Council Invoices

We have several convenient ways for you to pay your sundry debt invoices.

You need your reference number, which is 10 digits and starts with 1, 5, 6 or 7. You can find this in the top right corner of your invoice or the middle of your reminder notice.

Online

Make a secure payment anytime with myPayments. You need -

- your debit or credit card
- an email address to be sent a receipt (optional)

From Thursday 15 February 2018 you can only make online payments using a compatible browser.

Visit our [browser compatibility](#) page to find out more information.

Pay your Hull City Council invoice

Transfers or standing orders

You can transfer a one-off payment or set up regular payments from your bank or building society through online banking, telephone banking or in person.

Our bank details are -

- Sort code: 62-11-79
- Account number: 00000000 (eight zeros)

You need to quote -

- 0000 0200 followed by your 10-digit reference number (this starts with a 1, 5, 6 or 7)

Telephone

You can pay anytime by automated telephone payment on 01482 300 300 (select option 1). Our contact centre staff are available to take payments -

- Monday to Friday, 8am - 7pm
- Saturdays, 9am - 1pm

You'll need -

- your reference number
- a debit or credit card

Postal

Make your cheque or postal order payable to - Kingston upon Hull City Council - and write your reference number on the back. Send it to -

Hull City Council
Treasury Building
PO Box 15
Guildhall Road
Hull
HU1 2AB

Make sure you use the appropriate postal option, so your payment arrives on time.

Debit and credit cards

We accept the following debit and credit cards -

- Visa
- Visa Debit

- Visa Electron
- Mastercard
- Maestro

We do not accept American Express.