

## Council Tax

### What we use your information for

We use personal information in the administration and collection of Council Tax.

### 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
- landlord information
- health and welfare information
- appointees/representatives' details

### Legal basis for processing your personal data

Information is processed in order to comply with our legal obligation and in the performance of a task we carry out in the public interest. 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.

Governing legislation is contained within Council Tax (Administration and Enforcement) Regulations 1992 (as updated).

### How we collect information

Information is collected from -

- the charge payer and their appointees/representatives
- landlords
- other council departments
- the Department for Work and Pensions
- professionals at other organisations including -
  - GPs, health services
  - police
  - welfare advisory services
  - Valuation Service, credit reference agencies
  - collections agents

It is collected using forms, letters, email, telephone contact and from details held on computer systems.

## Automated decision making

We may make automated decisions to end some time-limited discounts and exemptions, and to assist with income recovery (recovery of unpaid council tax). This may include automated processes to determine your eligibility for a single occupier discount and to inform methods of income recovery following the results of a review undertaken by us in order to protect the public funds that it handles. You have the same right of appeal as when an officer decides.

The automated decision for a single occupier discount is related to information provided by a partner organisation (credit reference agency) to ensure that the number of people living in your household is correct. The automated decision for income recovery is related to existing council tax payment information and information provided by a partner organisation (credit reference agency) to ensure that public funds are handled as efficiently as possible.

## Who we share 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 to deliver public functions; it is shared where the law allows and to maintain accuracy, detect fraud and protect public funds. For example

- Her Majesty's Court Service
- The Valuation Office
- Enforcement Agencies
- All Pay

We also share information with the Office for National Statistics (ICO registration No. Z1404686) as permitted by section 53A of the Statistics and Registration Service Act 2007 (as inserted by section 81 of the Digital Economy Act 2017). For more details you may contact the Data Protection Officer for the ONS –

Data Protection Officer Office for National Statistics  
Segensworth Road  
Titchfield, Fareham  
Hampshire  
PO15 5RR  
[dpo@statistics.gov.uk](mailto:dpo@statistics.gov.uk)  
0845 601 3034

We are also required to participate in the National Fraud Initiative (NFI). This is a data matching exercise organised by the government and every Council in England is required to provide sets of data to the Minister for the Cabinet Office which includes Council Tax data.

Data matching exercises are carried out by the government with statutory authority under Part 6 of the Local Audit and Accountability Act 2014. This does not require the consent of the individuals concerned under the General Data Protection Regulation. To learn more about the government's legal powers and why they data

match particular information, see <https://www.gov.uk/government/publications/fair-processing-national-fraud-initiative>

## 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 liability.

## 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 Hull City Council uses 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](mailto:information@hullcc.gov.uk)

Enquiries about how your personal data is processed can be directed to the Council Tax Department -

FREEPOST RSJC-KKBE-ABXZ

Council Tax  
Hull City Council  
PO Box 15  
Hull  
HU1 2AB

Telephone: 01482 300 300

By Email: [CouncilTax.ServiceRequests@hullcc.gov.uk](mailto:CouncilTax.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](mailto: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 national rate number.