

Council Tax Privacy Notice

How to contact us

Inverclyde Council will act as the 'Data Controller' in regard to the personal data you provide to us. The 'Data Controller' is based at Inverclyde Council, Information Governance, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Vicky Pollock. The Information Governance team can be contacted regarding data protection matters at dataprotection@inverclyde.gov.uk and by telephone on 01475 712498.

What information do we need?

Unless specifically agreed with you, we will only collect personal data about you which does not include any special categories of personal information about you. The information will however include details such as your name, addresses, telephone number, email address, bank account details, National Insurance Number, copies of correspondence between you and our service, Council Tax reference number, details of council tax payments and outstanding balance/liability, income and capital, Council Tax reduction entitlement.

Why we need this information?

Your personal information will be used for processing and recording your Council Tax account, including if applicable processing and recording Council Tax reduction and Energy Bill Support Scheme grants.

The Council needs to know this personal data in order to provide you with the services that you have requested the Council provide and to establish our rights in relation to those services, as detailed in the agreement we have with you. If you do not provide this information then the Council will be unable to provide those services to you. The Council will not collect any personal data from you that is not needed for delivery of those services.

Legal basis for using information

The Council provides these services to you as part of our statutory function as your local authority. You can find more details of our role on the council's website www.inverclyde.gov.uk Processing your personal information is necessary for (i) the performance of a task carried out in the public interest by the Council; and (ii) compliance with our legal obligations under The Council Tax Reduction (Scotland) Regulations 2012, Local Government Finance Act 1992, Scotland Act 2016. (iii) compliance with our obligations to carry out financial assistance under the Energy Prices Act 2022. Where you provide the Council with more sensitive personal information about you we will process this information for reasons of substantial public interest as set out in the Data Protection Act 2018.

What we will do with your information?

Your information shall be used by the following Council Departments and/or External Organisations:

- Inverclyde Council Revenues & Benefits;
- Inverclyde Health and Social Care Partnership;
- Inverclyde Council Public Protection service for crime prevention and regulatory, licensing and enforcement functions;
- Inverclyde Council Public Protection service and the Inverclyde Empty Homes Officer for the purpose of identifying vacant properties and taking steps to bring them back into use.
- Inverclyde Council Safer Communities service for regulatory functions.
- The Scottish Government (if required as part of any application for Council Tax reduction);
- Alex Adamson Ltd Sheriff Officers (only if required as part of Debt Recovery process).
- Corporate Policy (anonymised Council Tax reduction data).
- Department for Energy Security and Net Zero.
- Inverclyde Council's third party data processor(s)

The Council is legally obliged to safeguard public funds so the Council is required to verify and check your details internally for fraud prevention. The Council may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. The Council is also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. For further information, see <http://www.inverclyde.gov.uk/council-and-government/national-fraud-initiative>

The Council will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

The Council considers that, being an organisation partly funded by Council Tax, it has a legitimate interest to data match employee records with Council Tax records. This is covered in Section 22 of the Employee Code of Conduct.

Use of Council Tax information will be made available by the UK Government for Inverclyde Council to provide financial assistance for applicants for the Domestic Alternative Scheme.

Council Tax information will be re-used to assess entitlement to financial assistance from Inverclyde Council Anti -Poverty Fund – Fuel Poverty Payments.

The Council analyses your information internally to help us improve Council services. This includes using anonymised Council Tax reduction data to develop anti-poverty measures and evaluate their impact.

This data sharing is in our full [privacy notice](#) on the Council website. It also forms part of the Council requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

In general the Council does not transfer personal data outside either the UK or the European Economic Area (EEA) and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EEA when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website at <https://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information> or you can request a hard copy from the contact address previously stated above.

Your Rights

When you provide information to the Council, you will have the following rights:

- To withdraw consent at any time, where the legal basis specified above is consent
- To request access to your personal data
- To object, where the Legal Basis specified above is: i) public task or ii) legitimate interests
- To data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- To request rectification or erasure of your personal data, as so far as the legislation permits
- To restrict processing in certain circumstances, for example if the information is not accurate.

In addition, if you are unhappy with the way the Council have processed your personal data you have the right to complain to the UK Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, 08456 30 60 60, Email: www.ico.gov.uk but you should raise the issue with the Council's Data Protection Officer first.

More information:

For more details on how the Council processes your personal information visit <https://www.inverclyde.gov.uk/site-basics/privacy>. If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.