

Data Protection Privacy Notice

Service: Revenues and Benefits Service
Team: Business Rates
Processing activity: Administering business rates

The Data Controller

East Devon District Council's Revenues and Benefits Service
Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.
Contactable by emailing businessrates@eastdevon.gov.uk or by calling 01395 517445.

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

We are likely to have been provided with the information by you as a rateable occupier of non-domestic hereditament in East Devon. Your information may also be referred to us by a third party such as a landlord, tenant, agent, previous or new occupier, other local authorities, the Charity Commission, Insolvency Service and the Valuation Office Agency and other internal services: Environmental Health, Building Control, Council Tax Planning, Estates, Streetscene and Licensing.

Use of your personal information

We are using your personal information for the purpose of administering business rates (including billing, collection and enforcement) and maintaining a database of ratepayers and on the basis of a legal obligation and public task. Our statutory duty arising from the Local Government Finance Act 1988, as amended.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Revenues and Benefits Service for the purpose of administering your account and maintaining a database of ratepayers and with support services (such as Finance and Legal) when necessary to carry out the purpose.

Information about you (including partnerships), may also be shared with other service areas including Council Tax to establish liability, Planning Enforcement in relation to identifying rateable occupier, buildings and activities. Your name and contact information may also be shared with our Environmental Health, Building Control, Streetscene and Licensing teams when necessary for them to carry out their regulatory functions.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations; with the National Fraud Initiative (NFI) for fraud identification and prevention; and in relation to our Prevent duty pursuant to the Counter Terrorism Act and associated legislation.

Externally, we may share information about including your name, address and contact information with other Local Authorities, and information about your account status with Enforcement Agents, Insolvency firms and courts in relation to debt recovery Account information may also be shared with the Valuation Office Agency for the purpose of assessing valuations and any information we hold about you may be shared with HMRC.

Information about debts owed by you to the council may be provided to the insolvency service in response to requests received under the The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020

Your billing information is processed by external printers acting on the council's behalf and is scanned by our IT company.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your Rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

As we are processing your personal data on the basis of legal obligation and public task you also have the right to object and the right to restrict processing and where we are processing special category data with your consent, you have the right to withdraw your consent.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Information Commissioner's Office [website](#)