

Camden Council Tax service

How we use and how we look after the information you give us.

This notice explains your rights under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18) and explains why we are collecting personal information from you and what we will do with it. For more information see www.camden.gov.uk/privacy or scan this QR code:



Why we are asking you for information (the purpose of processing)

We are asking for information which is necessary to enable the Council to meet its statutory requirement to bill and recovery Council Tax owed, in a timely fashion, under the Local Government Finance Act 1992 and The Council Tax (administration and enforcement) regulations 1992 and their subsequent amendments.

You must notify us immediately if there are any change in your circumstances and personal details so we can maintain an accurate and up to date record of your information.

Why we ask the questions we do (categories of personal data)

We only collect and use the minimum amount of personal information required to deliver services.

The information that we collect may include some or all of the following personal information:

- Information about you – this could include your name, address, date of birth, contact details (email address, phone number, etc. which we may send emails or SMS to prompt payment where overdue or advise of next steps where non-payment may lead to avoidable recovery action)
- Details relating to your occupancy (i.e. freehold / leasehold owner, tenant, etc.)
- Number and status of other adults in the property in order to determine eligibility for discounts and exemptions
- Dates you are liable for Council Tax, how long you may have lived at the address and any other properties you may own or be liable for – to determine eligibility for discounts or exemptions
- Financial details – bank details for direct debits or refunds
- Details about your lifestyle and social circumstances – where you have completed income & expenditure forms (statement of means) for affordable repayment plans and / or discretionary discounts

- Employment status to assess your eligibility for our Council Tax Reduction scheme;
- Physical or mental health details provided to assess your eligibility for discounts or exemptions such as Severely Mentally Impaired (SMI) or Disabled Band Reduction (DBR)
- Documentation received (including all written / emailed correspondence) is held in our document imaging system and notes from telephone calls are held in the Council's line of business system for the billing and collection of council tax and may be shared, where appropriate, with other Council departments
- Our online forms may also capture the IP address that you accessed our online services from

Whilst we will obtain most of this information from you, we may also get some of this data from:

- Central Government agencies
- Other Council Departments such as Fostering and 'Shared Lives Camden' for the administration of discretionary local discounts
- Other local authorities
- The registrar of births, deaths and marriages
- Landlords or managing agents of properties (notifying us of tenants)
- Solicitors
- Third party companies (including credit searching / tracing agencies) to assist us conduct reviews of discounts claimed such as Single Persons Discount (SPD) and data matching exercises conducted through the National Anti-Fraud Network
- Internet and social media searches
- Council property inspectors and other departments such as planning and housing
- Enforcement Agents
- Valuation Office Agency (VOA)
- Universities if you are a student in Camden

The things we consider when we make decisions around liability for Council Tax, eligibility for discounts, recovery action to be taken, etc. are often set out in The Council Tax (Administration and Enforcement) Regulations 1992 and their subsequent amendments, so we ask for information about the things that the law says we must consider. Information around lifestyle and social circumstances from income and expenditure forms completed to assess affordable repayment plans are from best practice approaches third sector debt advice agencies ask local authorities to do to ensure we prevent cycles of debt and preventing financial hardship for our residents.

We also invite you to let us know if there is anything you would like us to know about when we are making decisions in relation to your council tax liability. You do not have to tell us sensitive information about your health, family circumstances, support needs or money issues but it can help us provide you with the right services and make good decisions when you do, such as determining eligibility to our Council Tax Reduction Scheme or agreeing an affordable repayment plan for any arrears.

Your information might be used to:

- Bill, collect and administer Council Tax
- Determine who is liable to pay Council Tax and for what period(s)

- Identify and allocate payments received and to issue refunds for overpayments
- Recover unpaid Council Tax due
- Assess and apply relevant discounts or exemptions
- To assess and award Council Tax Support
- Comply with legal obligations such as the prevention and/or detection of crime including fraud
- Protect public funds and
- Maintain public safety, mitigating risk of harm and assisting in emergencies

Lawful Basis for processing personal data

Under the UK General Data Protection Regulation (GDPR), the lawful basis we rely on for using your personal information are:

- We have a legal obligation - GDPR Article 6 (1) (c)
- We need it to perform a public task – GDPR Article 6 (1) (e)

Where we may collect special category (sensitive) data about your race, health, ethnic origin, etc., we rely on the following lawful basis:

- We need collect it for Substantial Public Interest in order to comply with UK Legislation – GDPR Article 9 (2) (g). When we use this legal basis we also have to comply with a Data Protection Act 2018 Schedule 1 Part 2 condition, and we apply the following:
 - Para 6. Statutory and government purposes
 - Para 10. Preventing or detecting unlawful acts
 - Para 14. Preventing fraud
 - Para 15. Suspicion of terrorist financing or money laundering
- We need to analyse your information – GDPR Article 9 (2) (j) Archiving, research and statistics. When we use this legal basis we also have to comply with a Data Protection Act 2018 Schedule 1 Part 1 condition, and we apply the following:
 - Para 1 Employment, social security and social protection
 - Para 4 Research

The legislation we rely on when using your personal information to meet our legal obligations or public tasks includes (but is not limited to):

- The Local Government Finance Act 1992
- The Council Tax (Administration and Enforcement) Regulations 1992 and subsequent amendments
- Local Government Act 2000
- Localism Act 2011
- The Fraud Act 2006 in relation to the prevention or detection of crime, including false representation

- The Social Security Administration Miscellaneous Regulation 2017
- The Social Security Contributions and Benefits Act 1992
- The Social Security Administration Act 1992
- The Child Support, Pension and Social Security Act 2000
- The Welfare Reform Act 2007& 2012
- The Welfare Reform and Work Act 2016
- Housing Benefit Regulation 2006 & Housing Benefit (State Pension) Regulations 2006
- The Universal Credit Regulation 2014 & Universal Credit (Transitional Provisions)2014
- Housing Benefit and Council Tax Consequential Provisions Regulations 2006
- The Rent Officers (Housing Benefits Functions) Order
- Decision and Appeals Regulations 2001
- Immigration and Asylum Act 1999
- Section 122D Social Security Administration Act (Department of Works and Pension can require disclosure of certain benefit information for use for Departmental purposes)
- Section 3 Social Security Act 1998 – (an implied power to give back data the Local Authority have collected while acting on DWP's behalf)
- Statistics and Registration Service Act 2007 and substantive amendments made to it under the Digital Economy Act (DEA) 2017

When providing us with personal information is a legal or contractual requirement.

If we need personal information from you for legal reasons and you don't provide it this, it may affect your ability to claim a discount or exemption you may be entitled to. If it causes a delay in correctly billing you for Council Tax purposes, it could result in you incurring a large backdated bill rather than a more manageable bill had you supplied us with the information as soon as you became liable for Council Tax. This also applies to notifying us if you are no longer entitled to a discount or exemption as should the information come to light retrospectively, through reviews we conduct, you would receive a backdated bill to the point you were no longer entitled which may be harder to pay than had you informed us at the time to be able to pay in instalments.

What information must you provide and the consequences of not providing information

It is mandatory for you to provide your name, address, date of liability relating to a domestic property in Camden (date you took ownership of a property or started renting a property). It is also mandatory, upon request where the Council has obtained a Liability Order against you for non-payment, for you to provide information relating to income including employment or benefit status. Failure to supply this information upon request could result in enforcement action and fines being incurred.

When we share your information

We will only share your information where the law or a court order compels or allows us to do so, and we will share only the minimum information for each circumstance. We may share your information with other council departments or third parties. Camden's policy is that all information will only be shared among council services and other agencies, where we have a legal power or duty to do this. We also do general data matching or data sharing in certain areas for the prevention or detection of crime. More information on council services and information sharing can be found on the council's privacy statement linked above.

The council has a number of Data Sharing Agreements with organisations such as the Police or the NHS to cover sharing that is regular or routine. Ones from 2021 can be accessed here [Data Sharing Agreements \(DSAs\) | Open Data Portal \(camden.gov.uk\)](#)

We have a Data Sharing Agreement with University College London to cover student exemptions for their students in specific accommodation. A copy can be viewed on the link above.

We may sometimes need to share some of your information with:

- Cabinet Office – National Fraud Initiative (NFI)
- HM Courts and Tribunals service
- Other Camden Council departments to enable them to provide their statutory duties or to meet Council objectives for the betterment of our residents and businesses
- Other Local Authorities, as permitted under Regulation 4 of the Council Tax (Administration and Enforcement) Regulations 1992 (S.I.1992/613)
- Other Local Government departments, bodies and services where there is a statutory obligation or a lawful reason to share
- Policing Authorities for the prevention and detection of crime
- Social Housing Associations
- Private landlords
- Department for Work and Pensions (DWP)
- Welfare advisors
- Employment mentors
- Corporate fraud officers
- Corporate debt officers
- Finance assessment officers (for care package assessments)
- HM Revenue and Customs (HMRC)
- Office of National Statistics (ONS) including data for Census preparation
- Valuation Office Agency (VOA)
- FDM PLC – our printing and mailing company
- The Local Government Ombudsmen
- The High Court in respect for petitions for the bankruptcy of individuals and winding up of companies
- The Insolvency Service

- Enforcement Agents authorised by Camden Council to recover unpaid Council Tax – currently Marston (Holdings) Ltd and Newlyn PLC
- Civica on Demand for the processing of Single Persons Discount reviews (anti-fraud and error monthly reviews to ensure those claiming SPD are truly entitled to it)
- Authorised third party representatives acting on behalf of the person / company whose personal data we are processing such as a relative, solicitor, debt advisor, accountant, managing agent or insolvency practitioner
- Your Councillor or MP where you have made a complaint to them about the Council for them to investigate on your behalf

How long will we keep your personal information?

As the Valuation Office Agency VOA can reduce the banding of your property as far back as 1 April 1993, we are required to keep information back to that date to facilitate issuing refunds for overpayments created as a result. Information within our document imaging system, that would not impact on our ability to refund you any overpayments in the event of the VOA reducing the band of the property you were liable for, are kept in line with our corporate retention schedule [LBC Retention Schedule and Disposal Policy \(camden.gov.uk\)](https://www.camden.gov.uk/lbc-retention-schedule-and-disposal-policy) There are also legal reasons why we have to keep information regarding financial transactions, such as payments you have made, or refunds issued to you, for six (plus one) years from the date of the transaction.

Your information rights

The law gives you a number of rights to control what and how we use your personal and special category information. There are some exemptions to these rights. If you would like more information on your rights and the exemptions, please see these websites:

- Camden Council <https://www.camden.gov.uk/your-rights>
 - The Information Commissioner's Office [Individual rights - guidance and resources | ICO](https://ico.org.uk/individual-rights-guidance-and-resources)
- To exercise your rights please use [Data Subject Rights form - Camden Council](https://www.camden.gov.uk/data-subject-rights-form)

Automated decision making: We do not use automated decision making or profiling to process your personal data.

Transferring your personal information out of the European Union / European Economic Area (EU/EEA): We will not transfer your information outside the EU/EEA (the EU countries plus a few other countries like Norway and Iceland) unless the country has been certified as 'adequate'. Council Tax and Business Rates Data is processed within the EU.

The name and contact details of the Data Controller and the Data Protection Officer

The data controller is the organisation responsible for using, storing and handling the personal information. The data controller is: London Borough of Camden, Judd Street, London, WC1H 9JE. Tel: 020 7974 4444

We have a Data Protection Officer who is a council staff member whose job it is to make sure we respect your rights and follow the law. Please contact Andrew Maughan, who is also the Council's Borough Solicitor, if you have any questions or concerns about how we use your information. dpo@camden.gov.uk .

Your right to make a complaint about your data

This relates to data held about you only. *It does not relate to any queries you may have about the Council Tax you have been billed for itself, any discounts you may feel you are entitled to, any comments or complaints about the service.* Those should be addressed directly to the Council Tax service itself.

If you have a data protection complaint regarding the data we hold relating to you to enable the Council to fulfil its statutory duty to bill and collect Council Tax from liable parties, it would be helpful if you contacted us first at dpa@camden.gov.uk to see if we can resolve the problem. You can also make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how the council has handled your personal data. You should contact our Data Protection Officer first to see if this will resolve the problem before going to the ICO. You can contact the ICO Monday to Friday 9am to 5pm at telephone: 0303 123 1113. Live chat and other information can be found on their website: <https://ico.org.uk/global/contact-us/contact-us-public/public-advice/>

Updating this Privacy Notice We will update the Privacy Notice periodically. It was last updated in January 2025