

## Privacy Notice – Council Tax Refund Claim Form

This privacy notice explains how St Albans City & District Council (the Data Controller) will use any personal information we collect about you when you use our services.

### What information do we collect about you?

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have a legal obligation (Art. 6(1)(c) of UK General Data Protection Regulation ("UK GDPR")). This means we collect your personal information from you so that we can carry out a function we are required by law to carry out. In this case we are collecting personal information so that we can process your data for the purposes of a refund.

We share your data with the ONS under public interest (Art.6(1)(e) of the UK GDPR) because it is necessary for the collection of statistical purposes.

### How will we use the information about you?

We use the information to process your claim for a refund of Council Tax.

**If you provide us with details such as your e-mail address or your telephone number, we may contact you via these methods for the purposes of the collection of Council Tax.**

We may be required to share your personal information with the Police, or similar agency, or another Council for the purposes of preventing and detecting fraud.

We will share the data you provide with the Office of National Statistics (ONS) for their statistical purposes. They will use the data in a non-anonymised format for various statistical purposes, including, but not limited to, verification of the Census. The ONS will not share non-anonymised data externally. Any data published will be anonymised.

We may share the personal information you provide with CIFAS for the purpose of fraud prevention. They may share this with other organisations, including fraud agencies and local authorities which are specified on their [website](#).

If any of the information you provide is inaccurate or if fraud is detected, this may affect your ability to access certain services from us. Anyone knowingly making a false statement may be liable for prosecution. We will also share your personal data with CIFAS. CIFAS may share it with other organisations and they could refuse certain services, finance or employment as a consequence.

Further details of how your information will be used by CIFAS and their members, and your data protection rights, can be found here <https://www.cifas.org.uk/fpn>.

We will ensure that all personal information is kept securely.

### How long will we keep this information?

We will destroy this personal information in accordance with our Disposal Schedules. To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.gov.uk)

The ONS will retain the data as long as they consider it necessary for statistical purposes. This means they may retain it for a significant period of time.

CIFAS and other fraud agencies will retain your personal information in accordance with their disposal schedules, this can be up to a period of six years. Fraud prevention agencies such as CIFAS may transfer your data outside of the European Economic Area (EEA), however they will impose contractual obligations to protect your personal data if they do this.

### Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact [foi@stalbans.gov.uk](mailto:foi@stalbans.gov.uk) and ask for a subject access request.

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. We will consider your request and respond within one month. Please contact [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.gov.uk).

You can find out more about your rights on our website: <https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacy-notices/Individual%20Rights%20GDPR%20Website%20Notice.pdf>.

You are able to seek information from the ONS by submitting a request to them: <https://www.ons.gov.uk/aboutus/transparencyandgovernance/freedomofinformationfoi>

### Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <https://www.stalbans.gov.uk/cookies>.

### **Changes to our Data Protection Policy**

We have a Data Protection Policy in place and this can be found here: <https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacy-notice/GDPR%20Personal%20Data%20Policy.pdf>. We review this policy annually.

### **Data Protection Officer**

Our Data Protection Officer for the purposes of Articles 37 to 39 of the UK General Data Protection Regulation is Charles Turner, Solicitor to the Council. He can be contacted by emailing [GDPR@stalbands.gov.uk](mailto:GDPR@stalbands.gov.uk) or calling 01727 819209 for our Complaints Team.

### **How to contact us**

Please contact us if you have any questions about our Data Protection Policy, or concerns about how we handle your information: by emailing [foi@stalbands.gov.uk](mailto:foi@stalbands.gov.uk) or write to us at: FOI Team, St Albans City & District Council, St Peter's Street, St Albans, AL1 3JE.

### **Complaints**

You have a right to complain to the Information Commissioner if you are unhappy with how we process your personal information. You can do so through their website: <https://ico.org.uk/concerns/> or by emailing: [casework@ico.org.uk](mailto:casework@ico.org.uk) or calling their helpline on 0303 123 1113.