

**Council Tax Refund Claim Form**

The Authority's Council Tax records indicate your account to be in credit. To enable a refund to be made please complete this form.

**Name**

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If you are not the liable person for the account do not complete this form. Instead, please contact the Council Tax department on 01727 819204.

**Account Reference**

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**Address**

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**Refund amount**

£	
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**Bank Account Details****Name on account**

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**Sort code**

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**Account number**

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If you do not have a bank account please contact us on 01727 819204.

**Verification – I confirm that the above details are correct and that I am the liable person entitled to this refund.**

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*(Please mark with an 'x')*

**Please note, ALL of the above sections need to be completed for the refund to be processed.**

Once completed this form can be scanned / photographed and returned by e-mail to [CouncilTax@stalbans.gov.uk](mailto:CouncilTax@stalbans.gov.uk) – please include the eight digit Council Tax account number in <chevrons> anywhere in the subject line of the e-mail, like this <12345678>. If you cannot send the form by e-mail it can be returned to **St Albans District Council, Civic Centre, St Peters Street, St Albans, AL1 3JE**

## Privacy Notice

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 General Data Protection Regulation). 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.

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

We use the information to process your claim.

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 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)

### 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-notice/Individual%20Rights%20GDPR%20Website%20Notice.pdf>.

### 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 General Data Protection Regulation is Charles Turner, Solicitor to the Council. He can be contacted by emailing [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.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@stalbans.gov.uk](mailto:foi@stalbans.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.