



### Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and post to:

Originator's Identification Number

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Chief Finance Officer  
**Finance Department**  
 St Albans District Council  
 Civic Centre, St Peter's Street  
 ST ALBANS  
 AL1 3JE

**For St Albans District Council official use only**  
**Housing Rents Finance**  
 This is not part of the instruction to your Bank or Building Society

**Garage Address**

Branch Sort Code

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\_\_\_\_\_

email address:

Bank/Building Society account number

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**Please tick preferred date for monthly payments**  
 (no tick will assume 1st): 1<sup>st</sup>  or 15<sup>th</sup>

Name(s) of Account Holder(s)


Name and full postal address of your Bank or Building Society

To: The Manager  
 \_\_\_\_\_ Bank/Building Society

Address

\_\_\_\_\_

Post Code

### Instruction to your Bank or Building Society

Please pay St Albans City and District Council Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with St Albans City and District Council.

Tenancy reference number

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Signature(s)

\_\_\_\_\_

Date

**Banks and Building Societies may not accept Direct Debit Instructions for some types of accounts**



**This guarantee should be detached and retained by the payer**

### The Direct Debit Guarantee

- ❖ This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme.
- ❖ If there are any changes to the amount, date or frequency of your Direct Debit St Albans District Council will notify you within 5 working days in advance of your account being debited or as otherwise agreed. If you request St Albans District Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- ❖ If an error is made in the payment of your Direct Debit by St Albans District Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when St Albans District Council asks you to.
- ❖ You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

## 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 Council collects information about Leaseholders, tenants of garage sites or other Council property. We collect information that is essential, in order for us to perform our obligations under the agreement.

We may collect the following information about prospective and existing parties of such arrangements:

- Contact details to enable the Council to communicate information affecting your property;
- Information about charges on the property for example mortgages;
- Information for as required by our insurers;
- Correspondence between the Council and you or a third party acting on your behalf (for example an agent or solicitor); and
- Bank details for direct debit purposes.

We collect most of this information as a lawful process because it is necessary for the performance of the contract in place, Art 6(1)(b)].

When you complete a form to provide us with information, we will tell you the consequences of failing to provide accurate information on the form. When you agree to share information voluntarily we will ask you to give your consent to allow us to use your information in the ways we have told you about.

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

We will use the information for the purposes of performance of duties and obligations set out in the lease and for estate management purposes when necessary.

We will not share the personal information we hold with others except for partner organisations. By partner organisations we mean contractors where sharing your data is necessary to perform our duties under the lease. 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. We will consider the legislation and good practice in determining how long we will keep this information.

This means we will securely destroy the information once we no longer need it. You can contact [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.gov.uk) to find out how long we hold your information.

### Your Rights

The General Data Protection Regulation gives you specific rights to control your information. The extent to which these rights will apply to you depends upon the reasons we are processing your information. In all cases 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. You also have a right to ask us to restrict what we do with your information. We may not be able to restrict it but we will consider your request.

If you would like us to provide a copy of your information, or some of your information, to another organisation you have a right to ask us to transfer a copy. This relates to information you have provided to us that we store electronically.

### Changes to our Data Protection Policy

We have a Data Protection Policy in place and this can be found here:

[http://www.stalbans.gov.uk/Images/GDPR%20Personal%20Data%20Policy%20Version%201%20-%202.3.18\\_tcm15-63804.pdf](http://www.stalbans.gov.uk/Images/GDPR%20Personal%20Data%20Policy%20Version%201%20-%202.3.18_tcm15-63804.pdf)

### 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.

### How to contact us

Please contact us if you have any questions about our Data Protection Policy or information we hold about you:

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.