



### 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

**Property 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)


### Instruction to your Bank or Building Society

Name and full postal address of 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.

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

Address

\_\_\_\_\_

Post Code

I confirm that I have read the privacy notice overleaf.

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 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)). 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 set up direct debit payments for the purposes of rent payments.

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

We use the information to process your rent payments. We may share the information with other departments at the Council and banks/building societies as necessary to deal with your matter.

We may be required to share your personal information with the Police, Internal Audit 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:

<http://www.stalbans.gov.uk/council-and-democracy/departmentsPoliciesPlans/data-protection/>

### **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 <http://www.stalbans.gov.uk/about-this-site/legal-notice/cookies.aspx>

### **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) 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.