

# Local Taxation and Benefits Privacy Notice

This Privacy Notice tells you what to expect when North East Lincolnshire Council's Local Taxation and Benefits service, a shared service with North Lincolnshire Council collects and uses your personal data for Local Taxation and Benefit purposes in accordance with the General Data Protection Regulation and other relevant legislation.

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| <b>Data Controller</b>                                                      | North East Lincolnshire Council                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Contact details:</b>                                                     | Local Taxation and Benefits,<br>Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU<br><br>Website link: <a href="https://www.nelincs.gov.uk/">https://www.nelincs.gov.uk/</a>                                                                                                                                                                                                                                                                                                                                           |
| <b>Purpose for processing your personal data</b>                            | We use your personal data to administer Local Taxation and Benefit functions, this includes the use of your postal address, landline telephone number, mobile telephone number or email address for service related communications.<br><br><ol style="list-style-type: none"><li>1. Council Tax,</li><li>2. Business Rates,</li><li>3. Housing Benefit,</li><li>4. Council Tax Support Scheme, and</li><li>5. Education Benefits.</li></ol><br>You may use your Council Tax reference number as part of the Council's identity verification process. |
| <b>Will we use your personal information for other purposes?</b>            | We will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable; except where we are required to disclose your personal data in accordance with legislation for example in relation to the prevention and detection of crime, counter terrorism, safeguarding, legal proceedings or to protect interests of you or another.                                                                             |
| <b>The Organisations acting on our behalf to process your personal data</b> | Local Taxation and Benefits service, is a shared service with North Lincolnshire Council<br><br>Allpay (Cash payments)<br>CAPITA (Printing and posting of correspondence)<br>CAPITA (On-line and telephone payment services)                                                                                                                                                                                                                                                                                                                         |

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|                                                                                    | <p>Enforcement Agencies and associated Legal companies (Debt Management)</p> <p>Gov.UK Notify (sending text messages)</p> <p>NEC (Cloud hosting)</p> <p>Victoria Forms (Administration of online forms)</p> <p>Lincs Inspire (To receive supporting evidence and information to support administration processes)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>The fair and lawful basis for processing your personal data</b>                 | <p><b>Personal data:</b> For the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (Article 6 1 e);</p> <p><b>Personal data:</b> For the processing of personal data is that it is necessary to meet our legal duties (Article 6 1 c compliance with a legal obligation);</p> <p><b>Special categories of personal data:</b> processed on the basis of it is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject (Article 9 2 g).</p> |
| <b>Are you required to provide the Council with your personal data</b>             | <p>You are required to provide the minimum necessary personal data to the Council to allow us to assess and administer Council Tax and Business Rate liability.</p> <p>You are only required to provide us with your personal data for Housing Benefit, Council Tax Support Scheme and Education Benefits if you wish to apply for them. Failure to provide the minimum necessary personal data we require could prevent or restrict us from carrying out these activities and may prevent you from receiving the benefits / support you are entitled to.</p>                                                                                                                                                                                                                            |
| <b>Does the processing involve automated decision-making, including profiling?</b> | <p>Department of Works and Pensions (DWP) information is automatically uploaded and processed for benefit and support scheme applications which can result in your entitlement changing.</p> <p>Bulk recalculation of liabilities and entitlements to reflect annual changes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Can you withdraw your consent for processing?</b>                               | No, because the processing of your personal data is not on the basis of consent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Who we will share your personal data with</b>                                   | <ol style="list-style-type: none"> <li>1. Data Subject and their nominated representatives,</li> <li>2. Family or Household of Data Subject,</li> <li>3. Housing Providers, Landlord or Property Owner,</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                                                            | <ol style="list-style-type: none"> <li>4. Ombudsman and Regulatory bodies,</li> <li>5. Central Government Departments,</li> <li>6. Office of National Statistics,</li> <li>7. National Fraud Initiative,</li> <li>8. Law enforcement agencies and bodies,</li> <li>9. Courts, Hearings and Tribunals,</li> <li>10. Enforcement Agents,</li> <li>11. Legal representatives,</li> <li>12. Council services,</li> <li>13. Other Local Authorities,</li> <li>14. Partner agencies,</li> <li>15. Suppliers including IT Software suppliers,</li> <li>16. Schools, and</li> <li>17. Bodies or services requesting information where there is a lawful basis under the General Data Protection Regulation.</li> <li>18. We may use credit reference agencies to carry out credit searches and verify information you provide. This helps us assess financial circumstances and recover debts owed to the Council. These checks may leave a footprint on your credit file but will not affect your credit score.</li> </ol> |
| <b>Transfers of personal data to a third country</b>       | Not routinely disclosed or transferred to recipients outside of the UK                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>How long we will retain your personal data for</b>      | <p>Your personal data is retained in accordance with national guidance and our legal obligations, which are set out in our retention schedule.</p> <p>Normally current year plus 6 years following last action, however for Business Rate / National Non-Domestic Rates the retention period is 10 years, but this may be extended to reflect statutory or business requirements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>What are my rights in relation to my personal data?</b> | <p>You have the right to access the personal data we hold about you; to request we rectify or erase your personal data; to object to or restrict processing in certain circumstances; and a right of data portability in certain circumstances.</p> <p>More information on your rights can be found on our website <a href="https://www.nelincs.gov.uk/your-council/information-governance/data-protection/">https://www.nelincs.gov.uk/your-council/information-governance/data-protection/</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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| <b>Who can I complain to?</b>                          | <p>In the first instance please contact Local Taxation and Benefits (contact details can be found at the top of this Privacy Notice), if following that you remain dissatisfied with how we have processed your personal data you can contact the Data Protection Officer to request an internal review</p> <p>If you are dissatisfied with the outcome of the internal review, they have the right to appeal directly to the Information Commissioner for an independent review. <a href="https://ico.org.uk/concerns/">https://ico.org.uk/concerns/</a></p> |
| <b>Contact details for our Data Protection Officer</b> | <p>Email: <a href="mailto:Transparency@nelincs.gov.uk">Transparency@nelincs.gov.uk</a></p> <p>Telephone: 01472 323372</p> <p>Post: North East Lincolnshire Council, Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU</p>                                                                                                                                                                                                                                                                                                       |

Last Updated July 2026