

## Who we are and what we do

We maintain databases to ensure efficient and effective billing, collection and recovery of Council Tax.

Reading Borough Council

Civic Offices

Bridge Street

Reading

RG 2LU

Phone: 0118 9373727

## Why we need your information and how we use it

In accordance with legislation Reading Borough Council is obliged to levy and collect taxes. The legislation that requires Local Authorities to collect and administer tax from its residents, is as follows:

The Council Tax (Administration and Enforcement) Regulations 1992

The Local Government Finance Act 1992

We use your information collected for purposes of administering Council Tax -setting up your account for billing purposes, processing discounts and exemptions and recovering monies.

For more information visit our [Council Tax webpages](#).

## What type of information is collected from you

You will usually have to pay Council Tax if you're 18 or over and own or rent a home. The information that we collect and process for administering Council tax is; name, current and re addresses if different, household make up, and contact details in order to accurately apply relevant discounts exemptions and disregards.

If you choose to pay by Direct Debit or request a refund for an overpayment we will also collect some financial information from you.

## Who your information may be shared with (internally and externally)

Information may be shared with other departments at Reading Borough Council such as Housing Benefit, planning, electoral services. It may also be shared with other agencies for the detection and prevention of fraud and crime, and to enforce collection.

By law we must give out some information if we are asked - for example by the Department for Work and Pensions (DWP) or HM Revenue & Customs. Reading Borough Council will make any disclosures required by law and may also share this information with other bodies responsible for detecting/preventing fraud or auditing/ administering public funds. We may share the details with other organisations that handle public funds and assist in the processing of other benefits.

We are required by law to participate in National Fraud Initiative (NFI) data matching exercises and housing benefit and council tax support information may be provided to the Cabinet Office for NFI purposes. This will be used for cross-system and cross-authority comparison for the prevention and detection of fraud.

The Council sometimes works with third-parties to deliver certain services or carry out statutory functions on our behalf. Where this is the case, we may share your personal information with these third-parties for any of the purposes detailed above. We will always ensure that your information is kept secure, only used for these purposes and not disclosed further unless required by law.

## How is data stored

We'll do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them. Examples of our security include:

- Data is stored securely on encrypted computer systems.
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates (commonly called patches)

## How long we keep your information

For tax payers who no longer live in the borough, we retain your information for seven years after the last payment. If an account has an outstanding debt, we will retain your information for seven years after full payment.

If the claim has an active fraud investigation, we will retain all information until seven years after the end of the fraud investigation and conclusion of court action.

## Automated-Decision making

Reading Borough Council uses no automated decision making for the Billing or Collection of Council Tax.

## Data Transfer outside of the EU

Reading Borough Council will not transfer your Council Tax data outside of the EU.

## How you can access, update or correct your information

The Data Protection law gives you the right to apply for a copy of information about yourself. This is called a 'Subject Access Request'.

Requests can be made by the following link:

[www.reading.gov.uk/dataprotection](http://www.reading.gov.uk/dataprotection)

The accuracy of your information is important to us to be able to provide relevant services more quickly. We are working to make our record keeping more efficient. In the meantime, if you change your address or email address, or if any of your circumstances change or any of the other information we hold is inaccurate or out of date please call 0118 9373727.

## Your information choice and rights

The right to withdraw consent at any time needs to be communicated

You have a 'right to be forgotten' so you can ask for your personal information to be deleted where:

- It is no longer needed for the reason why it was collected in the first place
- You have removed your consent for us to use your information and we do not have to keep your information for legal reasons
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If we have shared your personal information with others, we will do what we can to make sure those using your personal information comply with your request for erasure.

We may not be able to delete your personal data if it is needed for legal reasons, for reasons of public health, public interest or for medical purposes.

## Data Protection Officer and Information Commissioner's Office

Should you wish to contact Reading Borough Council's Data Protection Officer please email:

[Ricky.gill@reading.gov.uk](mailto:Ricky.gill@reading.gov.uk)

If you wish to contact the Information Commissioners Office please contact:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF