

Revenue Services - Fair Processing Notice

From May 2018 new legislation requires the Council to provide a notice to all our customers on why and how we will use and store your personal information.

This notice is to comply with this legal requirement and is for information only.

1. Why do we collect and keep personal information?

We collect and use your personal information so that we can register you for business rate purposes, assess any entitlements to exemptions, reliefs and for recovery purposes.

The Processing of your data is necessary for the performance of a public task in line with the following legislation (as amended) the Local Government Finance Act 1992 and the Local Government Act 1988.

2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulation 2016 and Data Protection Act 2018. We have a duty to protect the public funds we administer and may use the information provided by you, as well as data matching techniques to detect and prevent fraud. We will cross check the information with the other internal sections of the Council of the Council, other Councils and the Auditor General Wales and for recovery purposes enforcement agents.

The personal information we have collected from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how your information will be used by us and these fraud prevention agencies, and your data protection rights, can be found by visiting <https://www.cifas.org.uk/fpn>

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds and ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information may be shared with other internal departments, the Office for National Statistics, Valuation Office Agency, Legal department and Environmental Services.

We will not make any disclosures to third parties for marketing purposes.

Your data will be secure and confidential at all times and we will collect the personal information that is required for registration purposes for business rates and exemptions and reliefs and for recovery purposes.

3. How long do we keep hold of your information?

We will retain the information provided to us for 6 years + 1, the current financial year and your information will be securely disposed of once it is no longer required.

4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulation 2016 and the Data Protection Act 2018. To make a request



for any personal information we may hold, you need to put your request in writing, addressing it to the Information Governance department, or by writing to the address provided below:-

Access to Records Team, Pembrokeshire County Council, County Hall, Haverfordwest, SA61 1TP

Email: accesstorecords@pembrokeshire.gov.uk

Telephone: 01437 775798

5. Your Rights.

Under the General Data Protection Regulations 2018, you have rights as an individual which you can exercise in relation to the information we hold about you.

- The right of **access** – you are entitled to request access to and a copy of, any information we hold about you
- The right to **rectification** – you have the right to ask to have your information corrected.
- The right to **restrict** processing may apply – you may request that we stop processing your personal data in relation to any council service. This may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **object** – this is not an absolute right and will depend on the legal basis for processing your personal data.

6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention, if they believe that our collection or use of information is unfair, misleading or inappropriate. We also welcome any suggestions for improving our procedures.

This notice does not provide exhaustive detail of all aspects of our collections and use of personal information. However we will provide any additional information or explanation needed. Any requests for this should be sent to the address below:-

Data Protection Officer

Joanne Hendy

Pembrokeshire County Council, County Hall, Haverfordwest, SA61 1TP

Email: dataprotection@pembrokeshire.gov.uk

Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law.

Customer Contact, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF. Email: casework@ico.org.uk Telephone No: 0303 123 1113

7. Changes to this Fair Processing notice.

We keep our notices under regular review.