



**WOKINGHAM
BOROUGH COUNCIL**

Privacy Notice Accounts Receivable

This notice, in conjunction with Wokingham Borough Councils overarching privacy statement, explains when as a service we collect personal information, what we use your data for, who has access, who we share it with, and what your rights are.

Who are we?

Accounts Receivable
Wokingham Borough Council,
Shute End,
Wokingham,
Berkshire,
RG40 1BN

What is the lawful basis for processing the information?

The lawful basis for processing your information is the performance of a contract and is necessary for compliance with a legal obligation for the collection and enforcement of Council debt, as specified by the following legislation:

- Local Government Finance Act 1992
- Council Tax (Administration and Enforcement) Regulations 1992 as amended
- Non-Domestic Rating (Collection and Enforcement)(Local Lists) Regulations 1989 as amended

How do we collect information from you?

Information is collected from you as the service user via online web forms, hard copy documents, e-mail, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf, e.g. a solicitor. We may receive information from third parties such as enforcement agents, other local authorities or external partners as part of the investigation into retrieving monies owed to the Council.

What type of information is collected from you?

The service collects and processes a range of information about you. The information is provided to enable Accounts Receivable to carry out its duty and functions, provide you with a service, and continue to make service improvements.

We will collect the following information: Surname, Forename, Title, Address(es), Postcode(s), E-mail, Phone number(s), Bank details, Previous address(es), Previous postcode(s), Forwarding address, Forwarding postcode, and Nominated third party name and contact details.

You will be informed of any other data we collect, that is not listed above, orally or through email at the time of collection of the data.

How do we use the information you have provided?

All information provided is used by Wokingham Borough Council for the purposes of administration and enforcement of Council debt and collecting monies owed.

Who has access to the information about you?

Your information is managed by staff employed in the Accounts Receivable. Your information may also be shared with officers from other service areas for assistance with these matters. All personal data is stored securely; we have in place security measures which are intended to ensure, as far as possible, the security and integrity of all personally identifiable information.

Your data is stored securely on our systems and accessed only by authorised officers of Wokingham Borough Council by using their own Username and Password all created in-line with pre-defined user credentials. Personal data is also held in electronic files on the Councils network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, and any exchanges of information carried out once we are in receipt of your data will be done securely.

Any personal data held in paper format is held in lockable filing storage, and accessed only by authorised officers, as is data held on audio or CD/DVD media. Data may be stored in paper form and is always secured in lockable cabinets when not in use. Access to Council sites is also secure requiring a personal electronic pass (lanyard) to access staff only areas.

Who we may share your information with?

Wokingham Borough Council will not share personal information with any other external parties, except where required and with parties required to carry out its statutory duties and functions or where required by law. Wokingham Borough Council participates in data sharing arrangements with other Local authorities in England.

Under certain circumstances we may also provide your personal information to:

- Government departments if we have to do so legally
- Other local authorities when you have moved from one area to another and the new authority needs confirmation of the services you are receiving
- Experian – under contract for the purpose of finding customers current addresses who have absconded with an outstanding invoice
- Enforcement Agents – under contract for the purpose of recovering unpaid invoices
- Age UK – with the consent of the individual
- Citizens Advice Bureau (CAB) – with the consent of the individual

We often have to provide information to other agencies for statistical research. However, when we do this we make the information anonymous first. This means it doesn't include anything that could be used to identify you, such as your name and address, unless you have given us your permission to share that information.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

To ensure that information is continued to be held securely and that accuracy is maintained, there will also be instances where our system suppliers will need to access an individual's

personal information. This will be on a strict need to know basis and all contracts have confidentiality clauses built in.

The Council will not transfer your information to countries outside the European Economic Area (EEA) unless this is necessary, and only to countries which have sufficient safeguards in place to protect information.

Information will be shared internally if required for better performance and efficiency of Council services and the welfare of individuals.

Wokingham Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

How long do we store your information?

The duration that the Council will hold information, and what happens at the end of that period, are as described within the Councils corporate retention schedule available on our website: www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement

Does the service utilise automated decision-making?

Accounts Receivable does not utilise automated decision-making in the services that it provides.