

Privacy Notice – for Sandwell Metropolitan Borough Cashiers Service

Your Personal Data

We are Sandwell Council and your privacy is important to us. We aim for full transparency on how we gather, use and share your personal information in accordance with the General Data Protection Regulation.

This privacy Notice covers the **Cashiers Service** area of Sandwell's Revenues and Benefits Service.

Criteria for collection of data

Legal basis

Under data protection law Sandwell Council does not need your consent to process certain personal data relating to you because it has a legal obligation to do so. This is usually where there is a law or instruction from Government. The Council may process more data than is necessary for this obligation, but you should be informed what this is and why they are doing it.

This is not applicable for Cashiers Services.

Task in the Public Interest

Sandwell Council does not need your consent to process your personal data where it is in the public interest to do so.

This includes the following:

- Contact details for customer including telephone number, address and reference/account number

The information collected will be used to correspond with customers with regards to the following:

- To answer any enquiries raised by the customer relating to payments they have made
- In the case of system failure, details are recorded to enable us to input the transaction taken from the customer into the system once it is available

Contact with customers will enable us to update the customer regarding their transaction or enquiry.

In addition customers may be contacted for the recovery and/or enforcement of Council Tax where statutory instalments are not paid in accordance with those billed.

Consent

Under data protection law, Sandwell Council needs your consent to process your personal data for the purpose of collecting statistical information to ensure equality and diversity. You are not obliged to give this data, and if you refuse it will not affect any other dealings you have with the Council.

This is not applicable for Cashiers Services.

Contractual

Some of your personal data is required to enable you to enter into a contract with the Council. Under data protection law you are only obliged to give the minimum data necessary to fulfil the contract. You may be asked for additional information but it should be made clear to you if you are not obliged to give it. Refusal to give this additional information should not affect the contract you want to enter into.

This is not applicable for Cashiers Services.

Who are we

Sandwell Council is the Data Controller for the information held about you for this purpose/these purposes. Contact details:

Sandwell Metropolitan Borough Council,
Sandwell Council House,
Freeth Street,
Oldbury
B69 3DB.

The Data Protection Officer can be contacted at the above address and through email at dp_officer@sandwell.gov.uk

As a Public Authority we do not have a representative in any other member states of the EU.

Why we need the information

Data in respect of Cashiers Services is collected for the following reasons:

- To enable us to update the customer regarding their transaction or enquiry.

How information about you will be used

We will collect information in order to assist you with any enquiry that you may have.

Sandwell Council will share data with other bodies where there is a legal duty to do so.

We will not disclose your personal information to third parties for marketing purposes

Data sharing

In the case of an enquiry being raised that relates to a payment enquiry, data will be shared with the relevant **internal** Business area in order for them to investigate the issue and provide a response.

In the event of a 'missing payment' Cashiers will notify the relevant Business Area in order to stop any further recovery action while the issue is being investigated. This includes but may not be restricted to, Council Tax Recovery, General Debt Recovery and Income Management (Housing)

In the case of a payment being made whereby the customer has not supplied the necessary information for us to allocate the payment correctly, data is shared with the customer's bank where the payment came from in order for them to contact the customer to confirm the Council Department that the money is to be paid to.

How long we keep your information

We will keep your information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. In most cases we will delete information 2 years (plus the current financial year) after the enquiry has been made.

Internal policies are in place to manage retention and disposal of information/data.

Your Rights

You are entitled to know what personal data Sandwell Council is processing about you. If you want to obtain the data, or if you want to exercise any of your other rights about the processing of the data, you can contact the Data Protection Officer – contact details above.

You have the right to:

- have your personal data corrected if it is inaccurate or incomplete
- ask for your personal data used for this purpose to be erased. This right may be limited where it is still necessary for the compliance with the legal obligation

You can also ask for the processing of your personal data to be restricted if:

- it is inaccurate

- it is unlawful but you do not want it to be deleted
- it is due to be deleted but you require it kept because of a legal claim
- you have objected to the processing of the data and you are waiting for a decision about the objection

For more information about your rights you can contact the Information Commissioner's Office, which is the supervisory authority for the United Kingdom.

Contact details are:

- www.ico.org.uk
- Email: casework@ico.org.uk
- Tel: 0303 123 1113
- Write to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, and Cheshire SK9 5AF

Transferring information overseas

No data collected is transferred overseas.