

## **Privacy Notice for Business Rates**

**Reviewed Nov 2021  
V3.0**



## Business Rates

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at [www.bolton.gov.uk](http://www.bolton.gov.uk)

This notice provides additional privacy information for:

- Members of the public

It describes how we collect, use and share personal information about you

- In relation to business rates
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary depending on the service used and will include discount and exemption applications, payments, correspondence, appeals and recovery and enforcement.

## Purposes

We collect your personal information for the following purposes:

- To collect business rates under the Local Government Finance Act 1988
- To take payments for business rates
- To process and grant statutory and discretionary reductions and reliefs as applicable
- To process changes in circumstances
- To protect public funds by detecting and preventing fraud

## Categories of personal data

In order to carry out these purposes we collect and obtain:

- Basic details about you such as name, address, telephone number, email and address.
- Bank details
- Your credit/debit card details for processing payments only
- Ownership and lease details
- Income and expenditure details
- Contact we have had with you, such as any correspondence and complaints

## Legal basis for processing

The legal basis for processing your personal information is:

- performing or exercising obligations under law e.g. Local Government Finance Act 1988
- in the public interest or in the exercise of official authority

If you fail to provide certain information when requested, we may not be able to process your requests – for example applications for small business rates relief, pub relief or other reductions that you might be entitled to.

## Information sharing/recipients

We may share personal information about you with the following types of organisations:

- Other teams within the Council in order to provide our services e.g. housing benefits, council tax and Business Bolton.
- Third parties when required to do so by law e.g. Her Majesty's Revenues and Customs, Department for Work and Pensions, Police, and other local authorities.
- Any agencies where you have given consent for them to deal with us on your behalf e.g. Citizens Advice Bureau
- Agencies working on behalf of the council such as enforcement agents

We will not normally share your information with organisations other than our partner organisations; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law. In this case only the minimum information for the purpose will be shared.

## Automated Decisions

For this service:

- In most circumstances the decisions we make about you involve human intervention.
- However, in some circumstances we will make automated decisions based on information we receive from the Government e.g. issuing notices where payments are not made on time.

## Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

## Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at [information.security@bolton.gov.uk](mailto:information.security@bolton.gov.uk)

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

## Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details