

PRIVACY NOTICE – Communities - Support Services - Debt recovery and payments

1. IDENTITY AND CONTACT DETAILS OF THE DATA CONTROLLER

Epping Forest District Council is a data controller pursuant to the General Data Protection Regulation (GDPR). This means that the Council decides how your personal data is processed and for what purposes. The contact details for the Council's Data Protection Officer are:

Data Protection Officer,
Epping Forest District Council,
Civic Offices,
High Street,
Epping,
Essex, CM16 4BZ.
(01992) 564180
dataprotection@eppingforestdc.gov.uk

2. WHAT PERSONAL DATA DO WE COLLECT ABOUT YOU?

Name, address, telephone number, email address and financial information.

3. WHY DO WE COLLECT THIS INFORMATION & HOW WILL IT BE USED?

Your details are required in order to enable the Council to take addoc/other payments on monies owed to the Council.

The information that you have provided will be securely held by the Council and will only be accessed by authorised persons with the appropriate access controls. The Council will only use the information that you have provided for the purpose above and will not use it for any other purpose, unless you have given your consent, or this is otherwise required or permitted by law.

4. WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?

6(1)(e) Public task. the processing is necessary for the data controller to perform a task in the public interest or for official functions and the task or function has a clear basis in law.

Special category data includes information about race; ethnic origin; politics; religion; trade union membership; genetics; biometrics (where used for ID purposes); health; sex life; or sexual orientation and where applicable the additional legal basis for doing so is:

NA

Criminal offence data includes personal data relating to criminal convictions and offences, or related security measure and where applicable the additional legal basis for doing so is:

NA

5. WHO WE SHARE YOUR PERSONAL DATA WITH

For the purposes outlined above (3) your personal data will be shared with Pay.net and may be shared with other Council departments and may also be shared with other regulatory bodies for the purposes of enforcement or safeguarding.

6. TRANSFERS TO THIRD COUNTRIES AND SAFEGUARDS IN PLACE

No transfers of personal data to places outside of the European Union take place.

7. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

The Council will keep your personal information in line with our retention policy which can be found here [link].

8. YOUR RIGHTS

Under the General Data Protection Regulation, you have various rights as an individual that you can exercise in relation to the information that the Council holds about you. Information about these rights is available on the data protection page of the Council's website:

<http://www.eppingforestdc.gov.uk/contact-us/data-protection>

9. HOW TO MAKE A COMPLAINT

If you are unhappy with the way in which your personal data is processed by Epping Forest District Council you should contact the Data Protection Officer in the first instance:

If you remain dissatisfied with the Council's processing of your personal data, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.
<https://ico.org.uk/>