

Privacy Notice for Financial Payments

Updated: 06 May 2026

Reviewed: 06 May 2026

The reason we use your data

We collect, hold and use your personal data in order to process payments from you in relation to the services you receive from us.

What Information we collect

The types of information that are processed for financial use include:

- Name
- Contact details including address, email address and telephone number
- Your bank account details
- Details of charges for services provided to you by, or on behalf of, Rother District Council
- Details of payments made to you by Rother District Council

Purpose

We Collect data to:

- enable us to carry out specific functions for which we are responsible, including:
- making payments to individuals and service providers
- collecting direct debits to settle invoices issued to individuals for services provided by, or on behalf of, Rother District Council
- assess performance and to set targets for paying individuals and collecting income on time
- delivery of services and support to you
- managing our services
- investigating complaints about our services
- monitoring and protecting public spending
- monitoring the quality of our services to ensure they are delivered in the most efficient and effective way
- helping us to improve and plan new services
- complying with laws that require us to provide personal information to other organisations, such as the Government and courts

Who we can share your data with

In order to provide our services, it is necessary to share information. We routinely share data with the following recipients for the reasons provided:

- banks in order to make payment to your bank account or collect money by way of a direct debit
- companies and organisations under contract that supply us with IT services for the purposes of completing the functions of the Finance service. In doing so we may transfer your information to other countries, but only to countries which can demonstrate adequate levels of data protection in accordance with the UK Information Commissioner's advice on 'International Transfers' of personal data.

When computers make any decisions about you

Not applicable

How long we keep your data for

We keep records in line with the Council Retention Schedule. This mean some records can be keep for a period of 6-7 years and some are kept permanently

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact the Council's Data Protection Officer at dataprotection@rother.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed
- claim compensation for damages caused by a breach of the data protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us