

Privacy Notice for Revenues

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 administer, bill and collect Council Tax including defending our decisions at a Valuation Tribunal and defending our decisions and applying for liability orders at a magistrates' court
- to administer, bill and collect Business Rates including defending our decisions at a Valuation Tribunal and defending our decisions and applying for liability orders at a magistrates' court
- to collect sundry debts owed to the council
- to process applications for statutory and discretionary assistance and relief schemes
- to provide data for crime and taxation purposes, and assist in the detection and prevention of crime
- to deliver the Energy Bills Support Scheme Alternative Funding in conjunction with the Department for Energy Security and Net Zero, Environment Agency and Department for Business, Energy & Industrial Strategy
- to deliver the Alternative Fuel Payment Alternative Funding in conjunction with the Department for Energy Security and Net Zero, Environment Agency and Department for Business, Energy & Industrial Strategy
- to contact in advance regarding payments
- Collection and enforcement of national non-domestic rates.
- Public records relating to the property, not an individual.

What Information we collect

Personal details, which may include all or some of the following: your name, address, National Insurance number, telephone and email addresses, bank details, dates of employment, allowances and benefits, savings and investments, income and capital, property ownership, immigration status and who else lives with you along with their details (e.g. your partner, your children and other adults). We may also need details of your landlord and the amount of rent paid and any other information required to process an application for any type of benefit.

Purpose

Without this information, we will not be able to process your application for benefits or administer Council Tax and Business Rates appropriately. Whilst the majority of information provided by you to the Council is mandatory for the purposes specified in this notice, some of it is provided by you on a voluntary basis. We will inform you whether you

are required by law to provide certain information to us; however, if you do have a choice to provide information that is not mandatory, your explicit consent will be requested. Where applicable, we will also seek to refresh your consent from time to time to ensure that you are still happy for us to use your data.

Who we can share your data with

Your data is shared internally only with the appropriate staff where it is necessary for the performance of their roles.

We may also share your information with:

- auditors (internal and external)
- contractors but not exhaustive to (IT software support, credit reference agencies, mailing companies)
- councillors
- court
- enforcement agents
- government departments including but not exhaustive to (Department for Work and Pensions, Her Majesty's Revenue and Customs, Valuation Office Agency, Valuation Tribunal Service, HM Court Service, Ministry of Housing, Communities & Local Government, The Cabinet Office, The Office of National Statistics, Department for Business, Energy and Industrial Strategy)
- internal departments
- legal services
- Police – to assist in the detection and prevention of crime
- local government ombudsman
- other local authorities
- National Fraud Initiative

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 12 years.

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