

Privacy Notice for Income Protection

Updated: 23 July 2026

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The reason we use your data

The Internal Audit section uses personal data for income protection purposes. This helps the Council check that residents pay the correct amount of local tax, receive the services they are entitled to, and that Council income is protected.

Our lawful basis for using your personal data is that the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council. Where we process special category data, we will only do so where a separate condition under data protection legislation applies.

What information we collect

We may collect and use personal data about you, including your name, address, telephone number, email address, property ownership details, and information you have provided to us when making an enquiry or complaint.

We may receive information directly from you, from Council records, from other Council departments, and from publicly available sources where this is necessary for income protection purposes.

Who we can share your data with

We may share your personal data with relevant Council departments where this is necessary for income protection, local tax, service delivery, enquiry handling, or complaint investigation purposes.

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.

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.