HILLINGDON
LONDON

DATA PROTECTION PRIVACY NOTICE FOR Corporate Recovery Team

Why are we providing this Notice to you?

The Council, in its capacity of Data Controller, holds certain information about you ("personal data") which it needs to process for the purpose of providing the following service of collecting and recovering debts due to Hillingdon Council. This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice at www.hillingdon.gov.uk/privacy

What personal data do we hold?

The types of data we hold and process will typically include:
The name, address and indirectly gender of a person with a sundry debt due to Hillingdon Council.
The names and contact details of their appointees or representatives including solicitors.
Residents' financial records; bank account details; and documents for example income and expenditure forms, copy funeral invoices, bank statements and refund authority forms.
Records and invoices of a debt due including the source of that debt. National Insurance Numbers.
Employment details such as when recovering a debt by an attachment to earnings.
We may hold probate details in respect of debtors estates.
In respect of overpaid Housing Benefit we share some computer systems with the Housing Benefit team. The Housing Benefit team's privacy notice includes details of the type of information held on those systems.
Contact information including email addresses and telephone numbers.

We obtain most of this data directly from you and we may also obtain it from other sources. Sometimes we obtain data from other organisations including:
The Office of Public Guardianship. Contact: Data Access and Compliance Unit, Ministry of Justice, Post Point 10.34, 102 Petty France, London, SW1H 9AJ
HM Land Registry. Contact: dataprotection@landregistry.gov.uk or Trafalgar House, 1 Bedford Park, Croydon, CR0 2AQ
The Department of Work and Pensions. Please contact your Jobcentre Plus Office or www.gov.uk/government/publications/dwp-request-for-personal-information

We receive some employer information from His Majesty's Revenue and Customs.

Contact: advice.dpa@hmrc.gsi.gov.uk or write to The Data Protection Officer, Her Majesty's Revenue and Customs, 10 South Colonnade, Canary Wharf, London, E14 4PU. Sometimes we receive information from enforcement Agencies. Contact:
Bristow and Suter. Contact: dataprotection@bristowsutor.co.uk or The Data Protection Officer, Bristow and Suter, Bartleet Road, Washford, Redditch, Worcestershire, B98 0FL Pheonix Commercial Collections. Contact: central@pheonixcommercial.co.uk or The Data Protection Officer, Pheonix Commercial Collections, AMP House, Dingwall Road, Croydon, CR0 2LX

What is our purpose for processing your personal data?

This includes invoicing, collecting and recovery of sundry debts due to Hillingdon Council.

'if we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data'.

What is the legal basis for our use of your personal data?

- We need it to comply with a legal obligation
- We need it to perform a task in the public interest or in the exercise of official authority

What we do if your personal data is sensitive?

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a natural persons sex life or sexual orientation.

For how long will we hold your personal data?

We will only keep your personal data for as long as we need to in order to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

Organisations that we may share your personal data with?

We may share your data with banks primarily in the collection of direct debits. Some of our invoices and documents are printed by an external printing company. We may share your data with courts.

We use an enforcement agency to collect certain debts.
We may share your information with the Department of Work and Pensions.
A company called Liberata provide a limited range of services for us.
The Royal Mail delivers post for our service.
Corvid Paygate in respect of some of our banking arrangements.
We may share data with licensed insolvency practitioners.

It may be shared with The Local Government and Social Care Ombudsman.
We may share data with banks.
We use external printing companies.
We shares data with His Majesty's Revenue and Customs.
NHS – Integrated Care Board also referred to as ICB.
Appointees.
External Auditors.
Telsolutions.
Office of the Public Guardian.
Companies associated in wills and asset searches.

Internal Sharing of data

We may share some of your data with other services within Hillingdon Council. Common examples include:
Adult Social Care Teams
Legal
Financial Assessment Team
Benefits
Tenancy Services
Client Financial Affairs Team
Council Tax
Complaints and Members Enquiries
Youth Services
Elected Councillors who make an enquiry on your behalf
Internal Audit
Counter Fraud
The teams administering Disabled Facilities Grants, Disability Adaption Grants and other Housing Grants
Direct Payments

Each of these services (where required) has a privacy notice detailing the legal basis on which they processing the data.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or [in very limited circumstances] erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline 0303 123 1113.

If you wish to exercise any of these rights, please contact the Corporate Recovery Team (Contact details below). You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.
We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact corporaterecovery@hillingdon.gov.uk for further information

The Corporate Recovery Team Hillingdon Council
3 East
Civic Centre
Uxbridge
Middlesex
UB8 1UW

Statutory Data Protection Officer

Data Protection Officer

Legal Services

Civic Centre

High Street

Uxbridge

UB8 1UW

Email: DPO@hillingdon.gov.uk