

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data for purposes of receiving or making payments. This includes some personal data that is shared with our payments processor, Civica.

Date of Issue: 09<sup>th</sup> August 2018

Update History:

09 <sup>th</sup> August 2018	First issue of a new Privacy Notice

Directorate: Resources  
Service: Finance and Property  
Team: Exchequer

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

**James Gore AMBCS BA**

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

## **What will we use your data for?**

The financial data that you provide will be relevant for the purposes of receiving payments.

West Berkshire District Council uses a platform hosted by Civica Ltd (Civica ICON) to process all the payments to the Council e.g. Council Tax, General Invoice, Business Rates, Parking fines etc. We will hold and/or computerise your personal details supplied on the form for the purpose of processing your payment. Some personal details will be disclosed to banks and other financial institutions in order to process the payment. We don't share your data with anyone else.

## **Who will see your data?**

Your financial data will only be seen by authorised West Berkshire Council employees in the Exchequer team, and the Council's payment service, currently provided by Civica (e-pay). Proof that you have paid for a service or charge, or that you have been reimbursed may be made available to the service that the payment relates to. This could vary depending on what the payment is for – for instance, payment of a parking fine would be shared with the Parking service.

Apart from this, your data is not sold or used to market or promote services. It is also not shared with any other services or organisations without good reason. For instance, it might be necessary to share data on request with third parties such as the police if they are investigating a crime, or government agencies if they ask for it – the Council would have to do so by law in these circumstances and would carefully check the reasons it was being requested.

## **Why are we doing this?**

Depending on what the payment is for, we may be legally processing your data under the requirements of a specific law in the UK (for instance, we are required to collect payment for Council Tax under the Local Government Finance Act 1992).

If there's no specific law that requires us to collect payment, we may legally process your data as part of our role as a Public Authority in order to secure and protect public funds.

We may also process payments with a view to entering into a contract with you to provide a service upon request, such as collection of bulky waste or provision of additional recycling or rubbish containers.

## **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention)).

## **How is your data stored and processed?**

Your data will be held on a secure service operated by Civica called E-pay. It will be protected using up-to-date technical and organisational security measures, including accreditation to PCI and PADSS, ISO 27001, ISO 9001, ISO 23001 and ISO 22301, and training programmes for staff in the requirements of data protection.

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You can read more about Civica's privacy arrangements on their website:

<https://www.civica.com/en-gb/policies-and-statements/privacy-notice/>

### **Transfer overseas**

Your data will not be stored or sent outside of the UK.

### **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

### **Complaints**

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/> ), but you can also do so in writing to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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