

# Council Tax Energy Rebate Privacy Notice

This privacy notice tells you how East Hertfordshire District Council uses your personal information in order to provide you with a one-off council tax energy rebate payment of £150 where your primary residence is valued in council tax bands A – D. Your personal data will also be processed to operate a discretionary fund for households in need who would not otherwise be eligible, for example, individuals on low incomes who live in properties valued in bands E – H.

## The type of personal information we collect

We currently collect and process the following information:

- Name and Surname
- Correspondence address, including postcode
- Property address and postcode
- Council tax bands and property references
- Council tax account references
- Direct debit details where held including sort code and account number and account name(s)
- Emails addresses and phone numbers

## How we get the personal information and why we have it

### Where the Council holds live direct debit instructions for you

The personal information we process has been provided to us directly by you for following reason:

- Council tax payments

This information will be used if you are eligible and your bank details have been verified by our processor, Ascendant.

### Where the Council does not hold live direct debit details instructions for you

We will contact you to collect the personal information directly from you

We also receive personal information indirectly, from the following sources:

- Housing Associations, council departments including housing, letting and managing agents, landlords, council members, MPs, Ombudsman, outgoing occupiers and incoming occupiers, solicitors, police, government departments like the DWP, NFI, VOA, insolvency companies, other councils, SAFS, Cab etc, and other third parties to assist with ensuring we bill the correct liable person for the correct period of time and apply relevant discounts etc. as applicable.

We will share this information with:

- Ascendant, in order to process claims as required by the Governments £150 Council Tax Energy Rebate Scheme for Bands A-D and also Bands E-H under the Discretionary Fund. Your information will be retained by Ascendant for the same period as noted below in how long we keep your information.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information are:

(c) We have a legal obligation. We are required under the Council Tax (Demand Notices and Reduction Schemes) (England) (Amendment) Regulations 2022 to assist in the operation of the Government in providing a £150 one off energy bill rebate for most households in council tax bands A-D and also the Discretionary Fund for Bands E-H.

## **International data transfers**

The council does not share your information with countries outside of the UK without ensuring that sufficient safeguards are in place that are equivalent to the UK Data Protection legislation or the UK GDPR. For this purpose, we do not share your data internationally.

## **Automated decision making**

There are restrictions on automated decisions based solely on automated means without any human involvement, including restrictions on profiling. Your data will not be subject to automated decision making or profiling for this purpose.

## **How we store your personal information**

Please see the [Corporate Privacy Notice](#)

## **How long we keep your information**

We will only process your information for as long as is required to operate the energy rebate scheme and in any event, no longer than is needed to comply with

Central Government requirements or, where we are legally required, for 6 years plus the current year, whichever is the greater. After this, your information will not be used for the energy rebate scheme.

## **Your data protection rights**

Please see the [Corporate Privacy Notice](#)

## **Our contact details**

Please see the [Corporate Privacy Notice](#)

## **How to complain**

Please see the [Corporate Privacy Notice](#)