

Privacy Notices for:

1. Chamberlains and Chief Officer

- Support Services to the chamberlain's department

2. Financial Shared Services Division

- For billing and collection of commercial/operational rents, service charges and other property related charges (not residential rents), and miscellaneous income arising from services provided by the City Corporation
- Council Tax
- Non-domestic business rates
- Housing Benefits and |Associated Residential Support
- Accounts Payable

3. Financial Services

- Insurance Risk and Management Team

4. Employment services – Payroll and pensions

5. Internal Audit

Chamberlains and Chief Officer: Support Services to the Chamberlain's Department

1. What personal data is processed	<ul style="list-style-type: none">• Your name• contact details such as an email address, address and telephone number
2. What special category data is collected	None
3. What are the reasons for processing this personal data	To provide secretarial and administrative support to Chamberlain's Senior Leadership Team, this could be for arranging meetings, phone calls or sending emails.
4. What is the justification for processing this personal data	We have your consent
5. Who we might share this personal data with	Your personal data is not shared with any third party.
6. How long we keep this personal data for	Your personal data is only kept for as long as it is necessary to provide a support service to the Chamberlain's department. If we no longer need to contact you, your personal data will be deleted.
7. Situations when personal data might be sent to other countries	None

Financial Shared Services: For billing and collection of commercial/operational rents, service charges and other property related charges (not residential rents), and miscellaneous income arising from services provided by the City Corporation. The payment of invoices for purchases and services provided to the City of London

<p>1. What personal data is collected about you</p>	<ul style="list-style-type: none"> • Your full name and contact details (address, telephone number, e-mail address) • Your bank account details
<p>2. What special category data is collected?</p>	<p>None</p>
<p>3. What are the <i>reasons for processing this personal data</i></p>	<ul style="list-style-type: none"> • to create and issue invoices • to collect and allocate monies • to chase non- payment • to inform of changes to standard charges • To process and pay invoices • To comply with the requirements of the Local Government Transparency Act 2015 – please note that this may result in the publication of your personal data on our website.
<p>4. What is the justification for processing this personal data</p>	<p>We will only process your personal data if the processing is necessary for the performance of a task carried out in the public interest, the processing is necessary for the purposes of our legitimate interests or if we have a contract in place with you.</p> <p>Where personal data is processed for the purpose of compliance with the Local Government Transparency Act, this data is processed in accordance with a legal obligation.</p>
<p>5. Who we might share this personal data with</p>	<ul style="list-style-type: none"> • Users of the Oracle system i.e. billing departments within the Corporation and London Councils (ALG) and The Aldgate school • City Surveyors • On a case by case basis with Council tax/business rates section and law enforcement agencies • Data processors

	<ul style="list-style-type: none"> • internal/external audit • Customers bank (Direct debit collection) • We may share the data internally with other City Departments if there is a legal or Legislative requirement for the City to meet its statutory requirements or to protect public health and safety. • Third party system providers who supply software to assist with the carrying out of this work.
6. How long we keep this personal data for	<p>Paper records are kept for 6+1 years with the LMA.</p> <p>The retention policy for the Oracle system is being reviewed.</p>
7. Situations when personal data might be sent to other countries	None

<p>1. What personal data is collected about you</p>	<ul style="list-style-type: none"> • Your full name and address of your property • Any other required billing addresses • Liability information and occupation dates • Number of residents at the property • Your date of birth • Information about your personal circumstances for determination of discounts, exemptions, entitlements and premiums. • Your entitlement to and the amount of council tax scheme reduction • Your bank details • Information on any enforcement action taken against you or information required for enforcement such as employer details, benefit details and information gathered to trace absconded individuals.
<p>2. What special category data is collected</p>	<p><u>Special category data</u> Information concerning your health i.e. medical information if a claim is received for certain reliefs or discounts</p> <p><u>Criminal Conviction data:</u> Committal to prison or prison details</p>
<p>3. What are the reasons for processing this personal data</p>	<p>The City of London is obliged to collect and enforce the payment of council tax in accordance with the Local Government Finance Act 1992 and relevant Regulations set by Central Government.</p>
<p>4. What is the justification for processing this personal data</p>	<p>We have a legal obligation to collect and if necessary, enforce the payment of Council Tax. This includes undertaking reviews to ensure discount, exemptions and premiums have been awarded or charged correctly.</p>
<p>5. Who we might share this personal data with</p>	<p>We will share your personal data with the following City of London Departments where there is a legitimate reason to do so: -</p> <ul style="list-style-type: none"> • Department of Communities and Children’s services; Social Services, Education Team, Housing Team • Benefits team Town Clerks Department; Electoral Services • We may share the data internally with other City Departments if there is a legal or Legislative requirement for the City to meet its statutory requirements or to protect public health and safety.

	<p>We will share your personal data with the following external organisations or Companies acting on behalf of the City of London: -</p> <ul style="list-style-type: none"> • The Valuation office Agency as required for valuation of domestic properties • Other Local Authorities where this information is relevant to the collection and enforcement of council tax • Government Departments as required by law for statistical and other purposes such as the prevention and detection of fraud for example this can include Office for National Statistics, National Fraud Initiative. • Enforcement Agents appointed by the City in accordance with Council Tax legal enforcement processes • Appointed Revenues printers to print and mail all documents. • Police and other law enforcement agencies where there is a legitimate requirement to protect the public, or for the purpose of prevention or detection of crime. • Third parties to assist the City of London in undertaking reviews to ensure the correct level of council tax is charged and to identify fraud and/or error. • Software providers to assist in maintaining the operational system used for council tax purposes, this includes the document imaging system and core council tax application. <p>We will also share information with the City's Internal and External Audit teams to ensure compliance with regulations and financial accounting practices.</p>
<p>6. How long we keep this personal data for</p>	<p>System records are currently held from 1 April 1998</p> <p>In accordance with statutory regulations the council tax records can be changed from the start of the current Valuation List i.e. from 1 April 1993. We currently hold correspondence from 2002. Retention periods are being reviewed.</p> <p>We currently hold correspondence from 2002.</p> <p>Retention periods are being reviewed.</p>

7. Situations when personal data might be sent to other countries

We will issue bills and correspondence abroad as required to administer the collection of council tax.

All data is held on City of London Servers or on City of London cloud-based applications situated within the United Kingdom.

Financial Shared Services: Non-domestic Rates

1. What personal data is collected about you	<ul style="list-style-type: none">• Your full name and address of your property• Any other required billing addresses• Liability information and occupation dates• Other information to determine entitlement to reliefs and exemptions in accordance Non-Domestic Rating Regulations.• Your bank details• Information on any enforcement action taken for non-domestic rates
2. What special category data is collected	None
3. What are the reasons for processing this personal data	The City of London is obliged to collect and enforce the payment of non-domestic rates in accordance with the Local Government Finance Act 1988 and relevant Regulations set by Central Government.
4. What is the justification for processing this personal data?	We have a legal obligation to collect and if necessary enforce the payment of Non-Domestic Rates.
5. Who we might share this personal data with	<ul style="list-style-type: none">• The Valuation office Agency as required for valuation of non-domestic properties• other City of London Departments where there is a legitimate reason to do so• other Local Authorities where this information is relevant to the collection and enforcement of non-domestic rates• the Churches are provided with data to enable them to make, levy and collect a voluntary church rate• Government Departments as required by law for statistical and other purposes• Enforcement Agents appointed by the City in accordance with legal enforcement processes• Appointed third party contractors to undertake elements of the service that

	<p>the City is unable to undertake such as printing and mailing</p> <ul style="list-style-type: none"> • Police and other law enforcement agencies where there is a legitimate requirement to protect the public, or for the purpose of prevention or detection of crime. • Third party system providers who supply software to assist with the carrying out of this work. • We will also share information with the City’s Internal and External Audit teams to ensure compliance with regulations and financial accounting practices.
<p>6. How long we keep this personal data for</p>	<ul style="list-style-type: none"> • System Records are currently held from 1995. These are tax records and these need to be kept indefinitely. • We currently hold correspondence from 2002. This retention period is being reviewed and we may remove items of correspondence that relate to closed accounts that are over 6 +1 years old..
<p>7. Situations when personal data might be sent to other countries</p>	<p>We will issue bills and correspondence abroad as required to administer collection.</p> <p>All data is held on City of London Servers or on City of London cloud-based applications situated within the United Kingdom</p>

Financial Shared Services: Housing Benefit, Council Tax Reduction Scheme and Discretionary Housing Payment

1. What personal data is collected about you	<p>We collect details about you, people in your household and third parties such as your landlord or joint tenants. This specifically includes:</p> <p>Name, address, date of birth, National Insurance Number, income including earnings, self-employed accounts, benefits received/claimed, loans, student income, pensions, expenditure such as child care costs, capital including bank/building society accounts, shares, rent details, contact details including telephone number and email, landlord name and address and possibly bank account and details of who else lives in your household and the above details for them as well as for yourself</p> <p>This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.</p>
2. What special category data is collected about you	<p>We also collect what's known as "special category data" when it is relevant to your application or for support that we provide you, which may include your medical information, details of any disabilities, your ethnicity, sexuality and religion.</p>
3. Reasons why we use your personal data	<p>We use your data to assess your entitlement to housing benefit, Council Tax support, and Discretionary Housing Payments. We also use your personal data to, where relevant, make referrals to secure specialised support, charitable support, financial maximisation and help you to make benefit decision appeals.</p>
4. Why we are allowed to use your personal data	<p>We are allowed to use the personal data we collect about you because we have your consent and in some circumstances, we have a legal obligation.</p>

<p>5. Who we can share your personal data with</p>	<p>The information may be shared with the following:</p> <ul style="list-style-type: none"> • You • Council staff employed to administer Housing Benefit, Council Tax Reduction Scheme and Discretionary Housing Payment • Department for Work and Pensions (DWP) • Her Majesties Revenues and Customs (HMRC) • Valuation Office Agency (VOA) • Ministry of Housing, Communities and Local Government • Cabinet Office • Other Council Services • Other local authorities • Third party system providers who supply software to assist with the carrying out of this work. <p>Information will usually only be shared to enable quick and accurate assessment of Housing Benefit, Council Tax Reduction Scheme or Discretionary Housing Payment. If we intend to use it for any other purpose, we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.</p>
<p>6. How long we keep your personal data for</p>	<p>Your information will be held for up to 6 years after your claim for one of the services was closed</p>
<p>7. Situations when your personal data might be sent to other countries</p>	<p>Personal data that we collect about you will not be shared outside of the UK.</p>

Financial Services: Insurance and Risk Management Team

1. What personal data is processed	<ul style="list-style-type: none">• Your name.• Your contact details i.e. address, email address, telephone numbers• Any other personal data relevant to the nature of the advice sought or a claim being made i.e. National Insurance Number, photographs, CCTV footage.• We may also process information you have volunteered to be in the public domain and other industry- wide sources.
2. What special category data is collected	Special category data may be held about you where necessary, for example where relevant to a claim.
3. What are the reasons for processing this personal data	<ul style="list-style-type: none">• To provide insurance and risk management advice and assistance.• To perform legal and contractual functions e.g. to manage claims, comply with insurance contract conditions and the Insurance Act 2015.• To answer Freedom of Information & Subject Access requests.
4. What is the justification for processing this personal data	<ul style="list-style-type: none">• Processing is necessary for the performance of a task carried out in the public interest.• Processing is necessary for the performance of a contract.• We have a legal obligation.• We process special category data where it is necessary for the exercise or defense of legal claims.
5. Who we might share this personal data with	<ul style="list-style-type: none">• Insurers, external claims handling agents, loss adjusters.• Other legal advisors e.g. Counsel and external solicitors.• Insurance Brokers and Risk Management advisors.• Local and national fraud initiatives and data matching under these initiatives.• Departments within the City of London Corporation.• The City of London Police.• The Courts, judges, Crown Prosecution Service, Employment Tribunals. and other Parties in litigation proceedings, including medical professionals and expert witnesses.• Internal and external auditors.

6. How long we keep this personal data for

- We will retain and process your personal information for as long as necessary to meet the purposes for which it was originally collected. These periods of time are subject to legal, accounting, or reporting requirements and to enable us to detect and prevent fraud.

7. Situations when personal data might be sent to other countries

- There may be situations where your personal data is transferred outside of the UK for example in litigation cases or where a third-party service provider is based outside of the UK.