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Council tax - fair processing notice



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How we will use your information

We use your personal information in order to administer and enforce Council Tax under the Local Government Finance Act 1992.

The information that you provide will be processed in accordance with the provisions of the Data Protection Act 1998 and relevant legislation.

We have a duty to protect public funds it administers, and may use information held about you for all lawful purposes, including and not limited to the prevention and detection of fraud, and the matching Council Tax data with electoral registration records.

We will also use the information for the purpose of performing any of our statutory enforcement duties. We will make any disclosures required by law and may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds.

We will not disclose your personal information to third parties for marketing purposes.

For further information regarding our Data Protection policy and guidelines check our [Access to Information](#) page.

Joined-up services

We wish to provide appropriate, timely and efficient services. To enable this it is therefore important that we co-ordinate what we do for you. We have a Customer Relationship Management system (CRM) to record a brief summary of your contact with us, and will use basic Council Tax information (name and address) to enable this to be effective.

Your rights



For further information regarding your personal data please contact:

Access to Information Team
Hertsmere Borough Council
Civic Offices
Elstree Way
Borehamwood
Herts
WD6 1WA

Email: foi@hertsmere.gov.uk

News for You
Sign up to our e-alerts

Report it Online

- Report a benefit thief (external link)

Request it Online

- Access your council tax or benefits account online

Pay it Online

- Pay benefit overpayments
- Pay your council tax

Twitter Feed

Hertsmere BC
@HertsmereBC

Looking for a way to give back

and improve your own health and well-being. Why not volunteer for [@parkkidsuk1](#) a new free community running event which we're hoping to launch in [#Borehamwood](#) and [#PottersBar](#) with [@InspireAllUK](#) and [@kidsrunfree](#)
ow.ly/vYxF30qiZBL



5h

Hertsmere BC
[@HertsmereBC](#)

Remember you can recycle newspapers, magazines, catalogues, directories, junk

You have the right to request we cease processing your personal data in relation to any council service, including our Customer Relationship Management system. Where possible, we will seek to comply with your request but there may be some situations where we will not be able to do this (e.g. where we are required to hold or process information to comply with a legal requirement).

You are also legally entitled to request access to any records held by us about yourself, including the Customer Relationship Management System.

[Comments, compliments and complaints form](#)

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