

Council Tax and Business Rates

Administration including payments & supporting documents/evidence

Council Tax is a tax levied on households; the amount is based on the estimated value of a property and the number of people living in it. Council Tax Support is designed to help low income families fulfil their responsibilities of paying their Council Tax.

Every household and business is expected to register for Council Tax and Business Rates respectively. There are means to pay less Council tax and this is achieved by either disregarding people, providing a discount or claiming Council Tax support (some businesses may qualify for a reduction too). The Revenues team follow the guidelines and legislation set out in the Local Government Finance Acts of 1988 and 1992 and subsequent Regulations.

This legislation requires Oadby and Wigston Borough Council to make details of council tax payers and ratepayers available to customer service and revenues teams; otherwise, documents are kept confidential. These details include some personal information, such as names and addresses. Forms are generally received at the time of registering for Council tax but they can be submitted at any time.

You need to be aware that when you submit any Council Tax/Business Rates forms to us, the form or any related documents or comments that you send to us are kept only for as long as necessary. The retention of all data that is provided to the Revenues section will be determined by Oadby and Wigston Borough Council's retention policy. A copy of the retention schedule is available on the Council's website.

The information that you provide to the Revenues Section will be processed by Oadby and Wigston Council, which is the 'data controller' for the purposes of the Data Protection Act.

The information that you provide for Council Tax/Business Rates will be used to ensure that bills for these charges are calculated correctly. The Council may give guidance to you and may suggest alternative support that is available to you.

Information collected (for some/all household members):

- Name(s)
- Date of Birth(s)
- Email address(s)
- Phone number(s)
- Bank accounts(s) details (for Direct Debits)
- Landlord's/tenants details.
- Medical details (for relevant discounts)

Agencies we might share the information with:

- Department for Work and Pensions
- Judicial Agencies
- Police
- Health Agencies
- Internal Council Departments
- Other Local authorities
- Immigration Services
- Government Departments
- Contractors providing revenues and benefits services
- Elected Members
- Enforcement agents
- Family, friends or a representative of the applicant's choosing (this is confirmed in writing by the applicant aka the person the data relates to)
- Regulatory bodies
- Customs and excise

Purpose for processing:

- Statutory requirements e.g. reporting to Government
- Service delivery
- Service improvement and planning
- Regulatory and enforcement functions
- Prevention and detection of crime
- Financial Transactions
- Debt recovery
- Payment of benefit and take up
- Research

Lawful basis for processing:

- Consent
- Contract
- Legal Obligation