

# Finance – Account Receivable Data Privacy Notice

## Who we are and what we do

We are 'Publica' Group (Support) Limited and are a council owned employment company which delivers shared services between Cotswold, West Oxfordshire, and Forest of Dean District Councils and Cheltenham Borough Council (hereon known as "Clients". 'Publica' additionally provides services to the Cheltenham Trust, Cheltenham Borough Homes and UBICO (an environmental services local authority company) (heron known as "Clients)

'Publica's' Accountancy & Finance section provides a range of financial services to the partner councils and external. 'Publica' is a data controller and data processor under the Data Protection Legislation; we collect and process personal information about you in order to provide these services, and to meet our statutory and regulatory obligations.

This notice explains why we ask for your personal information, how that information will be used and how you can access your records.

## Data Protection Officer (DPO)

Data Protection Officer (DPO)

Publica Group(Support) Limited

Trinity Road, Cirencester, GL7 1PX

Email: [data.protection@publicagroup.uk](mailto:data.protection@publicagroup.uk)

Tel: 01993 861194

## Why we need your information and how we use it

The lawful basis for processing your information is the performance of a contract and is necessary for compliance with a legal obligation for the collection and enforcement of Council debt and monies owned, as specified by the following legislation ( *the list is not exhaustive*):

- Local Government Finance Act 1992
- Council Tax (Administration and Enforcement) Regulations 1992 as amended
- Non-Domestic Rating (Collection and Enforcement)(Local Lists) Regulations 1989 as amended

## What type of information is collected from you

The service collects and processes a range of information about you. The information is provided to enable Accounts Receivable to carry out its duty and functions, provide you with a service, and continue to make service improvements.

We will collect the following information: Surname, Forename, Title, Address(es), Postcode(s), E-mail, Phone number(s), Bank details, Previous address(es), Previous postcode(s), Forwarding address, Forwarding postcode, and Nominated third party name and contact details.

You will be informed of any other data we collect, that is not listed above, orally or through email at the time of collection of the data.

We reserve the right to update this privacy notice from time to time by publishing a new version on our website

All information provided is used for the purposes of administration and enforcement of Council debt and collecting monies owed.

### **Who your information may be shared with (internally and externally)**

We will not share personal information with any other external parties, except where required and with parties required to carry out its statutory duties and functions or where required by law. We participate in data sharing arrangements with other Local authorities in England. Under certain circumstances we may also provide your personal information to:

- Government departments if we have to do so legally
- Other local authorities: when you have moved from one area to another
- External and Internal services: for the purpose of finding customers current addresses who have absconded with an outstanding invoice
- Enforcement Agents: under contract for the purpose of recovering unpaid invoices
- Agencies: to other agencies for statistical research. However, when we do this, we make the information anonymous first. This means it doesn't include anything that could be used to identify you, such as your name and address, unless you have given us your permission to share that information.

### **How long we keep your information (retention period)**

The duration that the Publica will hold information, and what happens at the end of that period, are as described within the our corporate retention schedule available on our website.

### **Does the service utilise automated decision making?**

Accounts Receivable does not utilise automated decision-making in the services that it provides.

### **How we protect your Information**

We will not transfer your personal data outside the EU without your consent.

We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

For any payments which we take from you online we will use a recognised online secure payment system. We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

### **Your rights**

You have rights under the Data Protection Legislations:

- To access your personal data
- To be provided with information about how your personal data is processed

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- To have your personal data corrected
- To have your personal data erased in certain circumstances
- To object to or restrict how your personal data is processed
- To have your personal data transferred to yourself or to another business in certain circumstances
- You have the right to be told if we have made a mistake whilst processing your data and we will self report breaches to the Commissioner.

### **How you can access, update or correct your information**

The Data Protection Legislation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your data along with all other personal records.

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If you wish to see a copy of your records you should contact the Data Protection Officer. You are entitled to receive a copy of our records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

The accuracy of your information is important to us to be able to provide relevant services more quickly. We are working to make our record keeping more efficient. In the meantime, if you change your address or email address, or if any of your circumstances change or any of the other information we hold is inaccurate or out of date please email us or write to us at:

#### **Account Receivable**

Publica Group (Support) Ltd  
Trinity Road, Cirencester, GL7 1PX  
Email: [enquiries@publicagroup.uk](mailto:enquiries@publicagroup.uk)  
Phone: 0300 303 3677

#### **Further information**

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Contact the Data Protection Officer

You can also complain to the Information Commissioner: <https://ico.org.uk>