

PRIVACY NOTICE – RECOVERY OF DEBTS

The following information provides details on how we may collect, use and where appropriate share personal information in accordance with the General Data Protection Regulations (GDPR). This should be read in conjunction with the Council's privacy notice document.

Why we collect your information	Hartlepool Borough Council will collect your personal information for the purposes of collecting outstanding monies owed to Hartlepool Borough Council and Cleveland Fire Authority.
What information do you collect about me?	<p>We will collect, store and use the following categories of personal information about you:</p> <ul style="list-style-type: none"> • Name • Organisation • Contact details including email and telephone phone numbers • Bank details (Direct Debit customers only) • Comments and opinions from you.
Will you collect more sensitive personal information about me?	We do not collect information categorised as sensitive for the purposes of managing this function.
How will you collect personal information about me?	<p>We collect personal information by letter, email, telephone, online and through face to face contact with you or, on occasion, an agreed representative appointed by you.</p> <p>We may also request and obtain information from Experian.</p>
How will the Council use the information it collects about me?	<p>Most commonly, we will use your personal information in the following circumstances:</p> <ul style="list-style-type: none"> • Where the processing is necessary for a contract you have entered into or a service you have been provided with; • Where the processing is necessary for use to comply with the law; • Where the data subject has given consent to the processing of his or her personal data for one or more specific purposes.
	Reason for processing
	Basis

In what situations will you use my personal data?	<p>We will use your personal data for</p> <ul style="list-style-type: none"> • Sending you reminders, to take recovery action in the event of non-payment and to manage your account • To ensure that we can agree payment plans that are appropriate to your individual circumstances; • Recover any monies owed in line with our legal powers for example take you to court, refer the debt to the bailiffs for collection; • Processing payments; • We may also obtain information from Experian to help locate you and to check/update your contact details • Deal with complaints or concerns. 	<p>Contract/Legal obligation</p> <p>Consent/Legal obligation</p> <p>Contract/Legal obligation</p> <p>Contract/Legal obligation</p> <p>Contract/Legal obligation</p> <p>Contract/Legal obligation</p> <p>Legal obligation</p>
What if I don't want to provide the Council with my personal information?	Unfortunately if you fail to provide information when requested we may be unable to provide you with a Council Service, enter into a contract, negotiate payment terms or we may be prevented from complying with our legal obligations.	
Will you share my personal information with third parties?	We may have to share your data with third parties for the purposes of income collection only.	
Which third parties process my personal information?	<p>The following third party organisations may process information about you:</p> <ul style="list-style-type: none"> • The Council's IT providers (Northgate) may have to access the system on occasions where there is a fault. • Rossendales Collect Ltd (Council Debt Recovery agent) • Experian • Bottomline (Direct Debit customers only) • Capita. 	
How long will you keep my data	We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from www.hartlepool.gov.uk/retention-schedules .	
Your rights in connection with personal information	<p>Under certain circumstances, by law you have the right to:</p> <ul style="list-style-type: none"> • have inaccurate or incomplete data we hold on you corrected 	

	<ul style="list-style-type: none">• request the erasure of personal data we hold• object to processing• request the restriction of processing of your personal data• request the transfer of your personal data• Request access to your personal information <p>If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.</p> <p>For further information on your rights please visit: www.hartlepool.gov.uk/GDPR</p>
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