



BMBC PRIVACY NOTICE

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At BMBC we are committed to protecting and respecting your privacy. This Privacy Notice tells you what you can expect when BMBC collects your personal information. This notice applies to information BMBC collect in relation to the Benefits, Taxation and Income Service

Stage one: Who are we?

The Benefits, Taxation and Income service are based within the Finance Business Unit of Barnsley MBC and provide services to people within the borough including council tax billing and support, business rates and benefits.

Stage two: What type of personal information we will collect from you

The council will collect the following categories of personal information:

- Names
- DOB
- Address
- Contact information (email, phone numbers)
- Bank details

For the provision of some services, such as benefits and council tax discounts we may need special category information such as:

- Health data

In addition to the above, we will also need to collect information about your Income in to deliver some services.

We will not collect any information from you that we do not need in order to provide and oversee this service to you.

Stage three: Why do we need your personal information?

The Council requires personal information to deliver statutory services, broken down as follows:

Council Tax:

- Council Tax billing
- Assessing of eligibility for discounts
- Debt recovery action (where necessary)

Housing Benefit & Council Tax Support

- Assessment of eligibility to Housing Benefit and Council Tax Support
- Review of eligibility to Housing Benefit and Council Tax Support
- Provision of payments

Free School Meals

- Assessment of eligibility to Free School Meals
- Review of eligibility to Free School Meals

Income

- Billing for other council services, such as Adult Social Care contributions.
- Debt recovery action

Business Rates

- Registration for billing
- Assessing eligibility for reliefs
- Debt recovery action (where necessary)

Personal data is also processed to facilitate testing of the system utilised by the service. To do this, a copy of the live data is taken and used in a closed environment to test system updates etc. before these updates are pushed out to the live system. Please be reassured that all data is held securely with the same high level of security as our live data.

Stage four: How we will collect your personal information

Personal information is collected from you primarily via online forms on our website. We may also collect personal information via telephone calls to our contact centre.

In some cases, such as where debt recovery action is required or eligibility to housing benefit and council tax support, we may request and obtain information from other Local Authorities, HMRC, DWP and contracted partners.

Stage five: Our Legal Basis for processing your information

We collect and use your information in relation to our duties under one of the following legal bases. The one we use will depend on the circumstances in which we are processing your personal data:

Local Government Finance Act 1992 which provides powers to collect, process and share data necessary for council tax billing, enforcement, applying discounts or exemptions, and administering and reviewing council tax reduction scheme entitlements.

Local Government Finance Act 1988 which provides powers to collect process and share data necessary for Business Rates billing, enforcement and applying reliefs.

Social Security Contributions and Benefits Act 1992 in the administration and review of entitlement of Housing Benefit.

Tribunals, Courts and Enforcement Act 2007 in the collection and enforcement of any other invoices sums owed to the Council.

Care Act 2014 in the collection of contributions relating to Adult Social Care.

Stage six: Why we may need to share your information

In some situations we may need to share your personal information internally or externally. When sharing internally this is generally to verify your address or status as being in receipt of benefits, for example to confirm your eligibility to receive a grant, or free school meals.

Externally, we may share information for the following reasons:

- To facilitate debt recovery, which may require sharing with courts and contracted debt collection agencies
- To verify your address, such as with the Police, other local authorities or central government agencies
- Prevention and detection of fraud
- In the administration of certain functions which can be contracted out to a third party to exercise the function on our behalf, such as discount and exemption reviews, or property occupancy reviews.

We will only ever share your information where we have consent to do so, or another relevant legal basis exists. Consent is not required to share personal information in the following circumstances:

- the law states that we can
- there is a risk of serious harm or threat to life
- we are directed by a court of law

Stage seven: Who we may share your information with

Information may be shared internally where the relevant department identifies a business need to receive that information, such as to enable you to receive certain benefits or confirm eligibility for grants.

Whilst this list is not exhaustive, externally we will share information with:

- Police and other law enforcement agencies
- Central Government agencies, such as the DWP and HMRC
- Other Local Authorities
- Debt Collection Companies
- Courts

Stage eight: How long will your information be kept?

We will retain your data whilst ever you have an open account for Council Tax, Housing Benefit or Business Rates. Where your liability or eligibility ceases, records will be retained for 6 years plus the current financial year.

Data in relation to any outstanding invoice will be retained until the amount is paid, where the amount is paid records will be retained for 6 years plus the current financial year.

Stage nine: What will happen if you fail to provide personal information?

Failure to provide personal information may result in enforcement action being taken against you, particularly for non-payment of council tax and/or business rates.

If you fail to provide information when completing a benefit claim this may result in you being unable to receive said benefits.

Stage ten: How to access and control your personal information

BMBC have a Data Protection framework in place to ensure the effective and secure processing of your information. For details on how your information is used, how we maintain the security of this and your rights to access the information we hold about you, please refer to the [Barnsley Metropolitan Borough Council privacy notice](#)

Should you need to contact the council to discuss how we use your information, please contact the Information Governance Team by email at informationrequests@barnsley.gov.uk. If you are not satisfied with our response you may contact our Data Protection Officer on DPO@barnsley.gov.uk

If you are not satisfied with the way we have handled your information, the Information Commissioners Office (ICO) is the UK's independent authority upholding information rights in the public interest and can be contacted at www.ico.org.uk