



PRIVACY NOTICE

Revenues & Benefits Services

How we use your information in relation to Revenues and Benefits Services

This privacy notice tells you what to expect when Castle Point Borough Council (CPBC) collects personal information in relation to your use of CPBC's Revenues and Benefits services.

Purpose of processing and legal basis for processing your personal information

The billing, collection and enforcement of local taxation and other miscellaneous debts as well as the assessment and payment of Housing Benefit, Local Council Tax Support and the Council Tax Reduction scheme are the statutory responsibility of the Borough Council.

In order to enable CPBC to carry out its duty/obligations it is necessary for us to collect personal information from you to include your name, address, contact details and other personal information to support any application for a reduction in Council Tax/Non-Domestic Rates or assessment of Housing Benefit/Council Tax Support.

Who we share your information with

We work with a range of other organisations to either store personal information or help us deliver our services to you. We may also share your personal information when we feel there's a good reason that's more important than protecting your privacy. As an example, we may share your information to find and stop crime and fraud.

Those that we share your information with are:

- External organisations investigating or processing claims
- Public sector agencies e.g. Department for Work and Pensions (DWP)
- His Majesty's Revenue & Customs (HMRC)
- Valuation Office Agency (VOA)
- Other Local Authorities
- Private sector companies such as credit reference agencies
- Enforcement agents used by the Local Authority
- Internal and external Audit agencies
- IT suppliers of Revenues and Benefits integral software
- Bodies working to prevent fraud and supporting national fraud initiatives



- Registered Social Landlords

Retention period or criteria used to determine the retention period

We will retain your personal information in accordance with the retention periods contained in the Council's Document Retention Policy.

The sources the personal data originates from and whether it came from publicly accessible sources

Personal information originates mainly from the customer but can be provided by other sources on an individual basis e.g. Letting Agents, Solicitors, Landlords, internal departments within the Council, or other third parties particularly when a property is occupied/vacated.

Information is also provided by other bodies to assist with the processing of applications for Housing Benefit/Local Council Tax Support or reduction in Council Tax/Non-Domestic Rates as well as the prevention of fraud as below:

- Department of Work and Pensions (DWP)
- Valuation Office Agency (VOA)
- His Majesty's Revenue and Customs (HMRC)
- Jobcentre Plus
- Pension Service
- Credit Reference Agencies
- Other local authorities/County Council
- Registered Social Landlords

Whether the provision of personal data is part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data

We have a statutory duty to provide these services to you and you are therefore expressly consenting to our use and disclosure of your personal information in the manner described in this privacy notice therefore the consequences of you failing to provide your personal information is that we can no longer comply with our statutory duty.

The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences.

Where this occurs, we ensure through monitoring against CPBC's policies and procedures that the correct decision and outcome is verified.



Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated July 2026.

How to contact us

If you want to request information about our privacy policy you can email us: dpo@castlepoint.gov.uk or write to us at:

Civic Governance & Law
Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
Benfleet
Essex SS7 1TF

CPBC's Data Protection Officer

CPBC's Data Protection Office is Angela Law who may be contacted at the above address and email.