

Payments and Collection Privacy Notice

How we use your personal information

We have a legal duty to collect charges and debts owed to Exeter City Council. We use your information to determine that you are liable to pay a charge to us and to arrange payment from you.

What we will do with it

Your information will be held and used by the council for the following charges/debts:

Rent

As a landlord we charge rent due under the provision of a legal tenancy agreement. We will pursue payment on rent accounts that fall into arrears and share information to obtain payment with the following organisations:

- Department of Work and Pensions
- H M Courts and Tribunals Service (possession orders)
- Other departments of Exeter City Council (Benefits and Welfare, Housing, Council Tax)
- First stage accommodation only – support agencies

We will pursue payment of former (closed) rent accounts where an unpaid balance remains. We will share information to collect outstanding debt with our external Collection Agent

We will pursue payment of rechargeable repairs where an unpaid balance remains. We will share information to collect outstanding debt with the Housing Repairs Team and our external Collection Agent

Council Tax

We will pursue payment on Council Tax accounts that fall into arrears and share information to obtain payment with the following organisations:

- Department of Work and Pensions
- H M Courts and Tribunals Service (liability orders and committal proceedings)
- Employers (attachment of earnings)
- External Enforcement Agents
- Other departments of Exeter City Council (Benefits and Welfare, Housing, Business Rates, Electoral Registration, Empty Homes,)
- External Solicitor for charging orders

Housing Benefit Overpayments

We will pursue collection of Housing benefit overpayments and share information to obtain payment with the following organisations:

- Department of Work and Pensions
- H M Courts and Tribunals Service (money claims/CCJ)
- Employers (direct earnings attachment)
- External Collection Agents
- Other departments of Exeter City Council (Benefits and Welfare, Housing)

Other Sundry Debts

We will pursue collection of charges owed to Exeter City Council on behalf of the following departments:

- Public Realm (allotments, canal charges)
- Community and Environment (cleansing, home call)
- Commercial Estates
- Housing (leasehold & lettings, Devon Home Choice)
- Environmental Health (licensing)
- Economy and Development (markets & halls, Royal Albert Memorial Museum, leisure centres)
- Exeter Business Centre
- Tourist Information
- Finance
- Payroll services
- Various departments for any other ad-hoc sundry debt charge

We will share information to collect outstanding debts from all the above service areas with our external Collection Agent.

If you require support and assistance from a third party to arrange payment of your debt we will obtain your consent before we speak to your nominated representative.

How long will we keep your information

We will keep your information for the following periods:

- Rent – 7 years from the latest of the date your rent account is closed, or the date your rent account was paid in full, or the date the last recovery action was taken against you.
- Rechargeable repairs – 7 years from the latest of the date the invoice was issued to you, or the date your invoice was paid in full, or appeal activity concluded, or the date the last recovery action was taken against you.
- Council Tax – 6 years from the latest of the date your Council Tax account is closed, or the date your Council Tax account was paid in full, or appeal activity concluded, or the date the last recovery action was taken against you.
- Housing Benefit overpayments – 6 years from the latest of the date your Housing Benefit claim ended, or the date your Housing Benefit overpayment was paid in full, or fraud or appeal activity concluded, or the date the last recovery action was taken against you.
- Other Sundry Debts – a maximum of 7 years from the latest of the date the invoice was issued to you, or the date your invoice was paid in full, or appeal activity concluded, or the date the last recovery action was taken against you.

More information

For more information on how your payments are processed please see our [finance privacy notice](#).

For more information about how we look after your information or to find out more about your rights, go to www.exeter.gov.uk/DataProtection or contact the Data Protection Officer on 01392 265257.