

Council Tax and Non-Domestic Rates

Why we need your information

We need your information for the administration and collection of Council Tax and Non-Domestic Rates.

Why you have to provide your information

If you do not provide us with your personal information, we will be unable to undertake the administrative duties within this service, resulting in an impact to public funds and vital Council services.

How we collect information about you

We collect information about on a paper or online form, by telephone, email, by a member of our staff, or one of our partners. When we collect and process your personal information, we are committed to the principles set out in data protection legislation.

If you provide the Council with contact details, we may use them to contact you by telephone, email, text message etc. to support the billing and collection service for Council Tax, Non-Domestic Rates and where applicable the Visitor Levy. If you would prefer not to receive electronic communication, please contact us and your records will be updated.

How we manage your information

Your personal information will be stored safely and securely on our systems with appropriate levels of access.

Who your information is shared with

We may/will share your information with the following third-party organisations so that we can deliver our services in line with Government Regulations:

- Sheriff Officers; Scott and Co & Walker Love
- Lothian Valuation Joint Board
- NEC/NEC Live
- Equifax
- Civica Public Services
- Capita Local Public Services
- Yakara Ltd
- Essential Edinburgh

- NEC Software Solutions
- Infoshare+ Limited
- Government Digital Service, specifically using GOV.UK Notify
- The Improvement Service
- Govtech Solutions Ltd
- LoCTA Ltd

How long we keep your information for

We will not keep your personal for any longer than is necessary, and will dispose of your records in a secure way. In relation to this activity, we hold your personal data for ten years, in line with the [Council's Record Retention Schedule](#).

Your rights

You have certain rights under data protection law about how the Council handles and uses your personal data. For example, you have the right to ask us for a copy of any personal data we hold about you. Further information on your rights can be found [here](#).

If you have any concerns about how we process your personal data, you can make a complaint to the Council's Data Protection Officer at:

For general information on how we process your personal data, please contact the Council's Information Governance Unit at:

You can also contact the [UK Information Commissioner's Office](#) for independent advice. They are the body which is responsible for making sure organisations process personal data lawfully and appropriately.

The legal basis for processing your information

The City of Edinburgh Council is the Data Controller for any information we hold about you. Under data protection law, wherever the Council processes personal data, we need to make sure that we have a legal basis for doing so. In relation to this activity, we are processing your personal data in order to performance a public task in alignment with Local Government Finance Act 1992.

Data Protection Law gives certain types of information special significance because of their sensitivity, such as health information. This is known as special category data. If we process this type of information about you in relation to this activity, we do so processing is necessary for reasons of substantial public interest.