

## **PIN009 – INCOME PAYMENTS PRIVACY NOTICE**

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR) effective from the 25th May 2018.

<b>TCBC Service Area:</b>	Resources/Financial Services
<b>Work area:</b>	Finance Systems
<b>Contact Details:</b>	Wendy Edwards
<b>Privacy Notice Name:</b>	Income Payments

### **Data controller:**

Torfaen County Borough Council  
C/o Civic Centre  
Pontypool  
NP4 6YB

### **Data Protection & Information Governance Officer:**

Susan Bullock  
01633 647467  
Email: [dpa@torfaen.go.uk](mailto:dpa@torfaen.go.uk)

1) **Have we sourced your personal data, directly from you?**

**Yes**

2) **What information does the Council collect about you?**

The Council collects and processes a range of information about you.  
This includes:-

Name  
Address  
Email address  
Telephone Numbers  
Card holder details  
Other information relevant to the payment you are making

3) **The Council may collect this information in a variety of ways:**

Computer based applications

**We will store your data:**

Choose an item.

On secure income management and card processing systems.

**4) Why does the Council process your personal data?**

It is necessary to meet the contractual obligations entered into by the person/citizen

For example when making a payment to the Council by debit or credit card you will be asked for your name, address and card details in order to process the payment.

When registering to use the Council's online payments system (E-Store) you will be asked to provide your personal information. This information is required to enable the Council to provide the online facility.

**5) Special categories of personal data:**

No

**6) Who has access to your data?**

Your information may be shared internally with relevant Service Areas of the Council, but predominantly with Revenues and Benefits and Customer Care.

The Council shares your data with the software provider and merchant acquiring services in order to process your card payment.

**No Data is transferred out of the Economic Area EEA.**

Choose an item.

**7) How does the Council protect data?**

The Council has internal policies in place to ensure the data it processes is not lost, accidentally destroyed, misused or disclosed. Furthermore data is not accessed by employees except in the performance of their duties.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

**8) How long does the Council keep your data?**

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area. We will keep your information in line with our Local Authority retention schedules.

The Council will keep a record of your payment for up to 7 years after the year of processing.

**The Council does not store or hold card holder data. Card holder data is captured for processing purposes only.**

9) Are we making automated decisions/profiling with your data?

No

### **Your rights**

You have a number of rights you can exercise:

- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time
- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of if you fail to provide data to the Council
- the existence of and automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact

Wendy Edwards, Group Finance Officer 01495 766305  
wendy.edwards@torfaen.gov.uk.

## DOCUMENT CONTROL

<b>Title:</b>	<b>Income Payments Privacy Notice</b>		
<b>Document Owner:</b>	<b>Senior Information Risk Owner (SIRO)</b>		
<b>Document Author:</b>	<b>Wendy Edwards</b>		
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## REVISION HISTORY

<b>Issue Date</b>	<b>Version / Status</b>	<b>Reason for Change</b>	<b>Changed By:</b>
April 2018	1.0 Live	Form created to achieve GDPR Compliance	Sue Bullock
May 2019	2.1 Live	Reviewed – no changes	Wendy Edwards