

CCBC Council Tax premium consultation

Introduction:	<p>Conwy County Borough Council is a Data Controller registered with the Information Commissioners Officer.</p> <p>https://ico.org.uk/ESDWebPages/Entry/Z4738791</p>
The Service who will be processing (using) your personal data is:	<p>The Council, specifically Conwy Revenue and Benefit Assessment Service, will be administering a survey in regards to a further consultation on the proposed review of premiums currently being charged on long-term empty properties and second homes by Conwy County Borough Council.</p>
The reason (purpose) it is necessary to process your personal data is:	<p>Conwy County Borough Council, at its meeting on 17th October 2024 in accordance with section 12a and 12b of the Local Government Finance Act 1992, as inserted by section 139 of the Housing (Wales) Act 2014, made the following determinations:</p> <ul style="list-style-type: none"> (i) Charge a 150% Council Tax Premium for Second Homes from 1st April 2025. (ii) Charge a 200% Council Tax Premium for long term Empty Homes that have been empty for up to 5 years or less from 1st April 2025. (iii) Charge a 300% Council Tax Premium for long term Empty Homes that have been empty for 5 years or more from 1st April 2025. (iv) Agree an indicative level of Premium of 200% on both categories from 1st April 2026, with an increased premium of 300% for long term Empty Properties which have been Empty for 4 years or more, subject to review during 2025/2026
The personal data that will collected and processed is:	<p>Main Survey</p> <ul style="list-style-type: none"> • Web Data (eg. location data, IP address, cookies) • Partial postcode
The lawful basis for processing your personal data is: (see Lawful basis for processing ICO)	<p>(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.</p>
Details of any special category data collected and processed (if any):	<p>Equalities information (if provided)</p> <ul style="list-style-type: none"> • Ethnic background, • Gender, • Gender identity, • Sexual orientation, • Disability, • Religion

	<p>We may use information such as your ethnic background, first language, gender, sexual orientation and age to gather statistics about the population of the area and the take up of our services.</p> <p>This is to help comply with our legal obligations and to plan the provision of services in the future.</p> <p>What data is being collected?</p> <p>We are collecting data on ethnicity, religion, marital status, disability, gender, sexuality - these are all protected characteristics under the Equality Act 2010.</p> <p>Why do you want this information?</p> <p>As a council, it is important that we are able to hold ourselves accountable as a responsible Local Authority who are committed to fair and equal opportunity for all.</p> <p>Collecting your correct data will ensure that we can make better sense of where there are any gaps that we need to address, and then transparently monitor our progress as an Local Authority in regards to the setting of future Council Tax Premiums.</p> <p>Will this be anonymous?</p> <p>Data will not be anonymous as it is important that we are able to make links in order to track inequality in the areas listed above. However, be assured that we will have strict protocols in place so that this information would only be accessible to the relevant individuals that require the information to carry out the equality analysis.</p> <p>Who will see this information?</p> <p>The information that you provide will be held in the strictest confidence and used solely for the purposes stated above.</p> <p>We will have strict protocols in place, so that this information would only be accessible to the relevant individuals that require the information to carry out the equality analysis; it will not be accessible to the wider Authority.</p> <p>Is my information going to be safe?</p> <p>Yes. There are strict data protection laws in place to ensure that we protect your personal details and store them securely.</p>
<p>The lawful basis for processing your special category data is:</p> <p>(see Special category data ICO)</p>	<p>Where processed -</p> <p>(a) Explicit consent</p>

How/where your data is stored:	Conwy County Borough Council use a variety of different systems to store and process your data, some of these are hosted internally, whereas others are hosted by 3rd party organisations on cloud based hosting.
How long your data will be held for:	<p>We will retain your personal information in accordance with the retention periods contained in the Councils Data / Document Retention Policies for each data area collected.</p> <p>All telephone calls received and made through the Revenue and Benefits Assessment Service landlines are recorded for training and monitoring purposes. The recordings of these calls will be retained for 90 days.</p> <p>We will not keep personal or special category data collected during engagement activity for longer than 12 months unless you have given specific permission for us to keep your contact details so we can keep in touch or for future marketing purposes.</p>
Who your data may be shared with:	<p>Externally with other partner organisations? i.e. HMRC, DWP, Police, other LA's? All departments within Conwy County Borough Council as appropriate to the results of completed surveys or forms</p> <p>We work with a range of other organisations to either store personal information or to help us deliver our services to you. We may also share your personal information when we feel there is a good reason to do so that is more important than protecting your privacy. As an example we may share your information in order to find and stop crime and fraud.</p> <p>Those that we share your information with are:</p> <ul style="list-style-type: none"> • Other CCBC Services / Departments for the purpose of Council Enforcement issues where necessary. • Bodies investigating or processing claims • Public sector agencies e.g. Department for Work and Pensions, HMRC, other local authorities and private sector companies such as credit reference agencies • Bodies working to prevent fraud and supporting national fraud initiatives. • Companies facilitating the Council Tax premium consultation survey e.g. Snap <p>We may use your customer feedback anonymously for marketing and communication material</p> <p>We have arrangements with a range of IT providers who support the Council's IT systems and services, therefore your data may be accessed by these suppliers. Where we have these arrangements there is always a contractual agreement with them to ensure they comply with the Data Protection Law.</p>
Your data rights:	<p>In law you have a range of rights over your personal data which include:</p> <ul style="list-style-type: none"> • the right to be informed

	<ul style="list-style-type: none"> • the right of access to the personal data we hold about you. • the right to correct any inaccuracies within the personal data we hold. • the right to have your personal data deleted when it is no longer required. • the right in limited circumstances to restrict how your personal data is used. • the right to object to the use of your personal data. <p>In the rare situations where we rely on consent as the lawful basis upon which we process your personal data, you may withdraw that consent at any time.</p> <p>Please also see the relevant CCBC Service and Full Privacy Notices:</p> <p>Conwy County Borough Council Full Privacy Notice - Conwy County Borough Council</p> <p>Corporate Improvement and Development - Conwy County Borough Council</p> <p>Revenue and Benefits Privacy Notice - Conwy County Borough Council</p> <p>Council Tax Privacy Notice - Conwy County Borough Council</p>
Any other information relevant (if required)	<p>Conwy County Borough Council have selected Snap as a sub-processor to facilitate the survey. Further details can be found below:</p> <p>Privacy Policy - Snap Surveys</p>
Service contact	<p>If you have any questions in relation to the details held within this document, please contact:</p> <p>Conwy County Borough Council, Revenue and Benefit Assessment Service, PO Box 1, Conwy, LL30 9GN</p>
Information Governance Unit	<p>If you have any other questions about how your personal data is used or you wish to exercise any of your rights referred to above please contact:</p> <p>Conwy County Borough Council Information Governance Unit PO Box 1, Conwy, LL30 9GN info-gov.unit@conwy.gov.uk 01492 574016/577215</p> <p>If you believe we have failed to handle and manage your personal data appropriately you have the right to appeal to the:</p> <p>Information Commissioner's Office – Wales 2nd Floor</p>

	<p>Churchill House Churchill Way Cardiff CF10 2HH Email: wales@ico.org.uk</p>
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