

DIRECT DEBIT INSTRUCTIONS

Instruction to your bank or building society to pay by

Please complete this form and send it to:
Customer Services (NNDR), Council Offices,
Farnborough Road, Farnborough, GU14 7JU.
01252 398 331
www.rushmoor.gov.uk



Name(s) of account holder(s)

Customer reference number

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Bank/building society account number

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Sort code

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Name and address of your bank/building society

Name
Address
Postcode

Service user number

9	4	1	3	0	7
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Instruction to your bank or building society

Please pay Rushmoor Borough Council by Direct Debit from the account detailed on this form, subject to the safeguards assured by the Direct Debit Guarantee. I understand that this form may remain with Rushmoor Borough Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

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Banks and Building Societies may not accept Direct Debit Instructions from your type of account



This guarantee should be detached and kept by the payer

The Direct Debit Guarantee



This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

If there are any changes to the amount, date or frequency of your Direct Debit, Rushmoor Borough Council will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request Rushmoor Borough Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit by Rushmoor Borough Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Rushmoor Borough Council asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society.

Written confirmation may be required. Please also notify us.

Privacy Notice – Business Rates

1. Identity of the Data Controller and contact details

Rushmoor Borough Council is the data controller for the personal information you provide. You can contact the Council by phone on 01252 398331, via email to businessrates@rushmoor.gov.uk or by writing to us at Council Offices, Farnborough Road, Farnborough GU14 7JU. You can contact the Council's Data Protection Officer at data.protection@rushmoor.gov.uk.

2. What we need your information for and the legal basis for it

We need your information to administer and change the details of your business rates account. The law allows us to use your personal information in this way as carrying out responsibilities under the Local Government Finance Act 1998 is one of the Council's public tasks.

3. Use for any other purposes

If we need to use your information for any other purpose, we will normally inform you before using it, unless we believe you know about the new purpose already or there are legal reasons that prevent us from telling you.

4. Will you pass my information to anyone else?

We may share your information with other teams within the Council such as , Planning, Council Tax , Environmental Health, Audit and Corporate Investigations in order to provide our services, carry out our public tasks and to keep our records up to date. If you ask a Councillor for help we may pass information to them and other services to enable them to help you.

We may also pass information about you to third parties where permitted or required by law to do so. This may include other local authorities and government departments or agencies carrying out their public tasks, such as the Council's Bailiffs, Magistrates Court, Hampshire County Council, the Valuation Office, HMRC and the Police in carrying out criminal investigations.

5. How we will store and look after your information

Your data will be held electronically and will not be stored in a country outside the UK. All paper records containing your personal information will be held securely in our filing systems and archives.

6. How long we will retain your information

We will make sure we do not keep your details for any longer than is necessary and when we no longer have a need to keep your details, we will delete or destroy your details securely. For further information on our policy for retaining personal information, see our retention guidelines.

7. Your rights concerning your information

The General Data Protection Regulation gives you a number of rights concerning your personal information. See the list below. Not all rights apply in every case – it will depend on the legal basis for collecting your information and how we use it.

- The right to be informed
- The right to restrict processing
- The right of access
- The right to data portability
- The right to rectification
- The right to object
- Rights related to automated decision making, including profiling
- The right to erasure

Further details on these rights can be found on our website www.rushmoor.gov.uk/dataprotection

8. Right to complain to the Information Commissioner's Office

If you are not happy with the way the Council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office. (ICO).

You will find details of how to do so on the ICO website at <https://ico.org.uk> or by phoning their helpline on 0303 123 1113.

9. Why we need your information and the consequences of not providing it

We need your information to carry out our responsibilities under the Local Government Finance Act 1988. If you knowingly provide inaccurate information, then you are committing an offence under the Fraud Act 2006, which could lead to a fine and / or imprisonment.