



Hoople Ltd Revenues Privacy Notice

Information Held About you

As part of the Debt Recovery process, Hoople Ltd will hold data about you and members of your household where appropriate.

This information collation include:-

- Name and current address
- Re-addresses if different
- Additional details about you such as your telephone number and email address.

We will use this data to monitor recovery of outstanding debt, and may check some of the information with other sources to ensure this data is accurate.

Who is processing my data?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Hoople Ltd.

How will we use the Information we hold about you?

We will collect information about you (where applicable):-

- In order to meet our legal obligation to recover all sundry debt for services provided by Hoople Ltd
- Where the processing is necessary to comply with legal obligations e.g. the prevention and/or detection of crime including fraud
- The information will be used for the purpose of performing any statutory enforcement duties

What is the legal basis for us to process your data?

Hoople will recover sundry debts not only using in-house recovery methods (reminders) but utilising external agencies such as the County Court. Legislation relied upon is:-

- The prevention/detection of crime, including false representation in accordance with the Fraud Act.
- Civil Procedure Rules 1998 (as amended) when referral to court is required.

Who we will share your information with

Information will be shared with agencies in accordance with the prevailing Data Protection statute for the detection, prevention and prosecution of fraud and criminal activity. Examples are:-

- The Police
- The information will be shared for the purpose of performing any statutory enforcement duties
- To make any disclosures required by law

- To share information with other bodies responsible for detecting/preventing fraud.

On occasions, your information may be accessed by contracted IT support organisations in the delivery of IT support for both the IT infrastructure and associated systems, for the processes detailed in this privacy notice. Access by IT support will only be for such reasons as fixing any technical issues with software, and any viewing of data will be incidental to this.

We will not share your information with organisations unless there is a legal gateway to do so; however, there may be certain circumstances where we would share without your consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Otherwise outside of the conditions stated we will only share your information as detailed where you have provided your written consent to do so.

How long do we keep your Records?

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for the period required by the council for legal and audit purposes. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Data Protection Officer, Hoople Limited, Plough Lane, Hereford HR4 0LE or via email, Data.protection@Hoopleltd.co.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing Accurate Information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact the Revenues and Benefits Service – Revenues Team via debtors@hoopleltd.co.uk in the first instance. You can also contact the Data Protection Officer, Hoople Limited, Plough Lane, Hereford HR4 0LE, email: Data.Protection@Hoopleltd.co.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>