

56943 Council Tax / Non-Domestic Rates

Internal guidance, protocols, or system specifications that describe how these entities are authorised to:

- Issue demands or liability notices
- Initiate or process recovery actions
- Generate or submit summary warrant applications
- Access or process personal data of Council Tax payers

The only automated part of our recovery process is the generation of bills, reminders and summary warrants based on pre-determined timescales between each stage.

Details of access to customer information and our personal data protection principles are limited to those provided under the [Council Tax & Non-Domestic Rates Privacy Notice](#).

Automation and System Logic

Please disclose:

Any recorded information describing the automation logic, triggers, or decision-making protocols used within NEC Live or any other digital platform to:

Determine liability

Escalate to enforcement

Communicate with taxpayers

The Council Tax budget meeting is held in February and determines the rate of Council Tax to be applied for the financial year that starts on the 1st of April of each year. These parameters are used in the delivery of our annual billing project to calculate customers' Council Tax liability and to generate both annual and ad-hoc bills in respect of new liabilities which are created throughout the year.

The only automated part of our recovery process is the generation of bills, reminders and summary warrants based on pre-determined timescales between each stage. Please find attached a copy of internal guidance which describes our pre-warrant recovery process and relevant timescales prior to accounts being escalated to summary warrant stage.

Copies of any contracts, service-level agreements, or delegation instruments between the Council and the following entities in relation to Council Tax enforcement or administration:

- Scott & Co
- Walker Love
- NEC Software Solutions / NEC Live
- Civica Public Services
- Capita Local Public Services
- Datatank

- Experian
- Yakara Ltd
- GOV.UK Notify / Government Digital Service

Contracts cannot be shared as they contain commercially sensitive information, and we do not have the permission of the third parties to share this.

Any internal audit, DPIA (Data Protection Impact Assessment), or risk assessment documents relating to the use of automated systems in Council Tax enforcement.

Copies of any DPIAs, lawful basis assessments, or internal correspondence relating to the Council's data-sharing arrangements with:

- Experian
- Datatank
- Yakara Ltd
- GOV.UK Notify
- Any recorded information that clarifies:
 - The lawful basis relied upon for sharing personal data with these entities
 - Whether consent is sought or assumed
 - How data subjects are informed of these arrangements beyond the Privacy Notice

A DPIA contains information which refers to secure software which allows the processing of debt collection.

In line with advice from the National Cyber Security Centre, we do not provide information relating to hardware, software and systems.