



## Privacy Notice for Billing Authorities

The Valuation Tribunal Service (VTS) is a data controller under the data protection legislation. We collect and hold data from billing authorities as the law<sup>1</sup> says we must to perform our official duty (GDPR Article 6(e)), which is administering appeals for the Valuation Tribunal for England (VTE). We will keep personal information secure and for as long as we should, in line with the legislation that relates to us and our own retention policy (<https://valuationtribunal.gov.uk/about-valuationtribunal/corporate-publications/>)

This means:

- Contact details for billing authority case workers are held on our appeals management database, for as long as they are active caseworkers
- We collect from you what the law says we need to have in order to deal with an appeal. In some circumstances, if it is part of the case/evidence that you send to us, this may include 'special category' data about the appellant (and sometimes related individuals), for example about their health or living arrangements.
- We have to hold VTE decisions for 6 years and make them available for inspection to anyone who wishes to see them. For most appeal types we do this by publishing the decisions on our website, after they have been issued to the parties. [www.valuationtribunal.gov.uk/decisions-and-lists/](http://www.valuationtribunal.gov.uk/decisions-and-lists/). If a decision includes 'special category' or other sensitive data we don't publish it or we will de-personalise the decision so that no-one can be identified in it.
- We keep case papers and correspondence for 4 months after the appeal has been decided, in case there is any challenge to the VTE's decision. Emails from case workers about their case management/the appellant's case however may be retained for 6 months in an individual's inbox.
- If you request an email alert about a new issue of Valuation in Practice or a change to Practice Statements via [www.valuationtribunal.gov.uk/newsletter-signup/](http://www.valuationtribunal.gov.uk/newsletter-signup/) we will only use those contact details to provide the alert you request, (unless, of course, you dealing with an appeal with us).
- We occasionally use contact details of billing authority representatives in surveys to find out if they are happy with the level of service they received from us. We send the minimum amount of information securely to an independent research company that reports its findings to us, without identifying anyone. The research company handles and disposes of the personal information securely, as their professional code of conduct and our contract with them requires. If you are contacted to take part in the survey, you may of course refuse.

If you have any queries about this notice please contact:

VTS Data Protection Officer: Amy Kandola

Phone: 0303 445 8014

Email: [dpo@valuationtribunal.gov.uk](mailto:dpo@valuationtribunal.gov.uk)

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<sup>1</sup> Council Tax (Alteration of Lists and Appeals) (England) Regulations 2009 as amended; Valuation Tribunal for England (Council Tax and Rating Appeals) (Procedure) Regulations 2009 as amended; Non-Domestic Rating (Alteration of Lists and Appeals) (England) Regulations 2009 as amended.