

How your personal Information is used by Sundry Debt.

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data. The information below provides a **general** description of the kinds of personal data we collect in Sundry Debt as we work to recover debt for goods and services provided by the Council for which there is a charge including housing rechargeable repairs and Social Care charges, and how we might use and share it. These may include:

- Front line services - Trade Waste, vehicle management, Road Services, Land Services, burials, and cleansing
- Lets, hires and Snowsports
- Housing and homeless/rechargeable repairs
- District heating scheme charges
- Education and Children Services
- Adults and Social Care Services
- Environmental Health, Trading Standards and Protective Services
- Finance and Legal
- Planning and Building Control
- Commercial rent, building insurance, fire insurance

You can find **more detailed** information about how and why we use your data in individual Privacy Notices, which we issue when we collect your data. The information we collect will depend on the work we need to do, or the service you get from us, and a list of individual service privacy notices can be found on our overarching [Midlothian Council Privacy Notice](#).

Our Privacy Promise

We promise to collect, process, store and share your data safely and securely.

What lets us collect your information?

If we work with you we will be acting under some, or all, of the legislation noted below:

- Local Government (Scotland) Act 1973
- Local Government (Scotland) Act 1975
- Local Government etc. (Scotland) Act 1994
- The Housing (Scotland) Act 1987, 2001 and 2014
- Debtors (Scotland) Act 1987
- The Bankruptcy and Diligence (Scotland) Act 2024

What kinds of personal data do we collect?

The personal data we collect might include your **name, date of birth, address, National Insurance number, or other information that identifies you**, and financial details such as bank account details if you pay by Direct Debit. We may collect details of the service you have been provided with i.e. dates of service, location of service and other financial details if you are in arrears and have made a special arrangement to pay. If necessary, we might also collect what is called 'special category' data – that is, sensitive information such as medical/health information.

How do we collect your personal data?

We collect your personal data in many different ways. You might give us your personal data yourself, by entering your information in a form on the Council website or by contacting a Council Officer in person, in writing or over the phone. We might also receive your personal data from other agencies or local authorities. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

How do we use your personal data?

We will use this information to recover monies owed to Midlothian Council for goods and services provided (e.g., Trade Waste, commercial rent, housing rechargeable repairs, Social Care charges, district heating charges, roads charges, licence fees, grounds maintenance charges). We may check some of this information with other sources to ensure that this data is accurate.

Specific information about how we use your personal data is covered in service specific privacy notices and a list of individual service privacy notices can be found on our overarching [Midlothian Council Privacy Notice](#).

We may also use your personal data to help prevent or detect crime and/or when required by law and if necessary, share it with other public bodies for those purposes.

Why do we share your personal data?

We might share your personal data in order to effectively deliver our services. This might be because another agency has been contracted to provide a service, or because responsibility for particular services is shared across multiple agencies or authorities, such as child protection, and children's health services.

Specific information about how and why your personal data is shared is covered in service-specific Privacy Notices and a list of individual service privacy notices can be found on our overarching [Midlothian Council Privacy Notice](#).

With whom do we share your personal data?

Sundry Account invoices are raised by services within Midlothian Council in order to collect chargeable sums. If necessary, we might share your personal data with other agencies and authorities, depending on the service being provided for collection and recovery of invoices.

We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

We are required to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

In general, the external bodies with whom we share information might include:

- Debtor tracing organisations engaged by us.
- Debt management organisations engaged by us and the courts in relation to outstanding money owed.
- Private Landlords - If you are a tenant of a former Council home originally bought under the right to buy scheme, we may share relevant information with the landlord (property owner) only in cases where there are arrears related to the Bonnyrigg District Heating Scheme. This is because the property deeds specify that the landlord is responsible for these charges.

Personal data also might be shared between Midlothian Council services.

Specific information about other bodies with whom we share your personal data is covered in service specific privacy notices and a list of individual service privacy notices can be found on our overarching [Midlothian Council Privacy Notice](#).

How long do we keep your personal data?

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept, and what should be done with it at the end of its 'life'.

[Our Retention Schedule](#)

Further Information

You can find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the overarching [Midlothian Privacy Notice](#).