

Exeter City Council - Financial Services

Privacy Notice

How we use your personal information

As a support service, the Financial Services Department provide the accountancy, cashiering, insurance, accounts payable, treasury management and banking functions for the Council. We use your information so that we can;

- Process and allocate payments made to the Council
- Deal with insurance claims
- Make payments for goods and services supplied to the Council
- Issue refunds

The Council has a duty to collect money which is owed to us and to pay its creditors.

What we will do with it

The personal information we collect and use about you will be held and used by the Council, which may be in the form of electronic and paper records. In order to both make payments and accept payments, it is necessary to share some information with the Council's banking providers (e.g. Lloyds Bank, Allpay, Global Pay, Pay360, Paypal).

It is necessary to share personal information with the Council's insurance providers (e.g. Zurich Municipal, Marsh, Chubb European Group SE, Navigators & General) in respect of insurance claims.

Information is shared with HMRC in respect of contractor payments, in accordance with the Construction Industry Scheme (CIS).

The Council also works with the National Fraud Initiative (NFI) to match electronic data within and between public and private sector bodies to prevent and detect fraud.

How long will we keep your information?

We will keep your information in accordance with the Council's Data Retention Policy, which reflects both statutory retention periods and best practice. When we no longer need to keep your information, we ensure that personal and confidential information is disposed of securely.

What will happen if you don't provide your personal information?

Without your personal information we will be unable to:

- Process payments to and from the Council
- Process insurance claims

More information

For more information about how we look after your information or to find out more about your rights, go to www.exeter.gov.uk/DataProtection or contact the Data Protection Officer (data.protection@exeter.gov.uk)