DEPARTMENT/SERVICE AREA/TEAM: Council Tax, Business Rates and Corporate Income (Revenues)						
FUNCTION	Description of Types of Records	Location(s)	Retention Period and Action	Justification	Personal Data	Notes
Council Tax/ NNDR	Application forms Paper and on line application forms Discount and Exemption forms	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer liable charge for Council Tax payable	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax	Energy rebate scheme* (£150) Online application forms *scheme ended 31.03.23	Civica OpenRevenues	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, date of birth, council tax account number as required to enable an energy rebate payment to be created for the applicant	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax	Energy Bills Support Scheme Alternative Funding (EBSSAF) [£400] , and Alternative Fuel Payments – Alternative Fund (AFPAF) [£200]*	Salesforce system (accessed on behalf of DESNZ) Network R drive secure folders	7 years (as per Department for Energy Security & Net Zero [DESNZ] scheme requirements)	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, telephone number, email address, date of birth, bank account number, and general correspondence relating to the application, as required to enable an energy rebate	Compliant with retention schedule and with DESNZ requirements, with manual processes in place to delete data once retention limit has been reached

					payment to be created for the applicant. Most of this is saved in the Salesforce system (not owned by the council). General correspondence is saved in R drive (secure folders)	
Council Tax Support Fund (national £25 scheme) 2023	Reports relating to cases paid	R drive	6 years plus current	Compliance with a legal obligation	Personal data including name and address	Compliant with retention schedule with manual process in place to delete data
Council Tax/ NNDR /Corporate Income	Written forms, online forms

Notification new liability, change of address | Civica OpenRevenues and Civica W360/Workflow | 6 years plus current | Compliance with a legal obligation | Both personal and sensitive personal data including name, address, contact details, financial information, as required to accurately calculate entitlements and administer liable charge for Council Tax payable | Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached |
| Council Tax/ NNDR / Corporate Income | Completed forms

Financial forms DD forms | Civica OpenRevenues and Civica W360/Workflow | 6 years plus current | Compliance with a legal obligation | Both personal and sensitive personal data including name, address, contact details, financial information for enable recovery of monies due. | Compliant with retention schedule as they are destroyed after scanning process |
| Council Tax/ NNDR / Corporate | Email notices of change in circumstances | Customer Services, Council Tax, Business Rates, and Corporate | 1 month | Business requirement which is adequate, | Both personal and sensitive personal data including name, address, contact | Compliant with retention schedule with automated |

Income		Income email boxes		necessary and not excessive	details, financial information, as required to accurately calculate liable charge	processes in place to delete data once retention limit has been reached
Council Tax/ NNDR /Corporate Income	Online notices of change in circumstances	Hostinger and Gravity forms	14 days from day of receipt	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NNDR / Corporate Income	Verbal notices of change in circumstances	8x8 (telephone system) Previous system was Rostrum	8x8: 6 months, wef 01.02.25 (Confirmed as correct with Jo Read 28.01.25) Rostrum: 1 year 1 month (confirmed as correct with A Wellard 17.05.22)	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NNDR	Court Records Summons Liability documentation Magistrates signature sheet Warrant of arrest documents.	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached

Council Tax/ Corporate Income	Attachment to earnings or benefit,	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details , financial information, health information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NNDR / Corporate Income	External Information from Enforcement Agents (returns)	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details , financial information, health information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/NNDR/ Corporate Income	Remittance advice and reports from Enforcement Agents	R drive folder	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details , financial information, health information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NNDR / Corporate Income	Data matching information from External Agents, Locta, Call Credit,	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not	Both personal and sensitive personal data including name, address, contact details, financial	Compliant with retention schedule with automated processes in place

				excessive	information, information as required to accurately calculate liability charge	to delete data once retention limit has been reached
Council Tax/ NNDR	Valuation Schedule	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ Corporate Income	Remittance advices, from housing associations.	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ Corporate Income	DWP Schedules Information relating to recovery from benefits.	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax/ NNDR / Corporate Income	Recovery reports Write Off / Refund	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as	Compliant with retention schedule with automated processes in place to delete data once

					required to accurately calculate liability charge	retention limit has been reached
Council Tax/ NNDR / Corporate Income	General Information letters from Insolvency / Bankruptcy / DRO	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax	Breathing Space notifications	Generic email box for receipt of applications, Civica OpenRevenues for saved data relating to accounts, spreadsheet on r drive for tracking and reconciliation purposes	Email box: 12 months for Breathing Space moratorium applications 12 months from end date for Mental Health Breathing Space moratorium applications OpenRevenues: 6 years plus current R drive: 6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, contact details, financial information	Email box: manual deletion by a very discrete number of officers OpenRevenues: Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached R drive: manual deletion by a very discrete number of officers

Council Tax / NNDR	Visiting Compliance reports	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
NNDR	Relief applications	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Corporate Income	Invoices	R Drive and Sharepoint	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Corporate Income	General communications and forms	Sharepoint	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax	Discretionary financial awards,	Sharepoint – for working papers	6 years plus current	Business requirement which	Both personal and sensitive personal data including	Compliant with retention schedule

	deductions from benefits, completion notices	R drive – for recommendations and decisions sheet)		is adequate, necessary and not excessive	name, address, contact details, financial information	with automated processes in place to delete data once retention limit has been reached (manual process in place for R drive)
Systems Team	Auddis returns	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate/ recover liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Systems Team	DD extracts / payment runs	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate/ recover liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Systems Team	Financial Transactions Refunds, Write-offs	Civica OpenRevenues and Civica W360/Workflow	6 years plus current	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, information as required to accurately calculate/ recover liability charge	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Council Tax	Information	Email box for initial	1 month – for	Business	Both personal and sensitive	Compliant with

| 'Information Exchange' | requests from Police, DWP, other local authorities, and other government depts | enquiry Sharepoint for a copy of the request and our response | email box 6 years plus current for Sharepoint | requirement which is adequate, necessary and not excessive | personal data including name, address, contact details, financial information, information as required to investigate crime and to detect fraud. | retention schedule with automated processes in place to delete data once retention limit has been reached. Manual deletion process in place for the mailbox. |

Schedule creation date: May 2022

Reviews

Reviewed 07.03.23: included EBSSAF and AFPAF energy schemes, with retention period of 7 years, as per DESNZ scheme requirements. MG

Reviewed 12.02.25: amended Jadu references to Hostinger/Gravity forms, added entries for Corporate Income general, all discretionary awards/attachment to benefits/completion notices, and Information Exchange data. Added entry for Council Tax Support Fund scheme. MG