



Instruction to your Bank or Building Society to pay by Direct Debit



Please fill in the whole form including official use box using a ball point pen and send it to:

Revenue Services
 South Norfolk Council
 Long Stratton
 Norwich
 Norfolk
 NR15 2XE

Originator's Identification Number

6 2 4 6 5 0

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Reference Number

FOR SOUTH NORFOLK COUNCIL OFFICIAL USE ONLY
 This is not part of the instruction to your Bank or Building Society.
TO THE CUSTOMER – PLEASE COMPLETE
 Please tick one box below with your preferred option.

Preferred monthly option

	10	12
	instalments	instalments
1 st of the month	<input type="checkbox"/>	<input type="checkbox"/>
5 th of the month	<input type="checkbox"/>	<input type="checkbox"/>
15 th of the month	<input type="checkbox"/>	<input type="checkbox"/>
25 th of the month	<input type="checkbox"/>	<input type="checkbox"/>
28 th of the month	<input type="checkbox"/>	<input type="checkbox"/>

PREFERRED WEEKLY OPTIONS

- Every 1 week on a Friday
- Every 2 weeks on a Friday
- Every 4 weeks on a Friday

Instruction to your Bank or Building Society

Please pay **SOUTH NORFOLK DISTRICT COUNCIL** Direct Debits from the account detailed on this Instruction subject to the safeguards assured by The Direct Debit Guarantee. I understand that the instruction may remain with South Norfolk District Council and, if so, details will be passed electronically to my Bank/Building Society

Signature

Date:

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit South Norfolk Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request South Norfolk Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by South Norfolk Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when South Norfolk Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us

Privacy Notice

South Norfolk Council takes your privacy very seriously. Under data protection legislation we lawfully process your personal information as a public authority.

What we do with your data

We need some personal information so we can send accurate **Council Tax** bills to customers and collect the right amount considering any discounts or exemptions which they may be entitled to. We will keep your data in accordance with our Data Retention Policy (available on our website).

What are your rights?

Under data protection law you have the right to request access to, rectification, restriction or objection to the processing of your personal data, as detailed in our Privacy Policy (available on our website). You can contact our **Data Protection Officer** at: right2know@s-norfolk.gov.uk or telephone **01508 533943**. You also have the right to lodge a complaint with the regulator, the Information Commissioners Office (ICO).

What are the consequences of not providing data?

Council Tax is administered under statutory provisions. If data is not provided we may be unable to send an accurate Council Tax bill and entitlement to reductions may be lost. We may have to take enforcement action where information is not provided as required within regulations.

Data sharing

Data is shared within the Council with the Elections Team, Environmental Services Team and Planning Team. Officers from the following departments also have access to Council Tax data to carry out their statutory duty; Reception, Financial Services, Benefits and Housing. We will not use your data for marketing purposes unless you consent to it. We do not pass your details on to third parties unless the Council is lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes. Data may also be lawfully shared externally including with Enforcement Agents, Companies assisting in reviewing Council Tax discounts, Tracing Agents and Credit Reporting Agencies.

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