



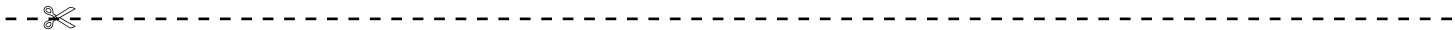
Telephone Helpline 01256 844844

Council Tax The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid, or the payment dates change, you will be told of this in advance by at least 14 days as agreed
- If an error is made by Basingstoke and Deane Borough Council, or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of the letter to us.



Please cut along this line if you are returning the form below



DIRECT DEBIT INSTRUCTION Instruction to your Bank/Building Society to pay Direct Debits

Please complete parts 1-8 to instruct your branch to make payments directly from your account.

Then return the form DIRECT TO: BASINGSTOKE AND DEANE BOROUGH COUNCIL



1 Please write full postal address of your branch in the box below

To: The Manager _____
 _____ Bank/Bldg Society
 Address _____

 _____ Postcode _____

2 Name of account holder

3 Account number

4 Sort code

Originator's Identification Number

5 Account Reference (Originator's Reference)

6 Please tick your preferred instalments over the year 10 12

7 Please tick your preferred instalment date 5th 20th
13th 28th

8 Your instructions to the Bank/Building Society and signatures(s)

Please pay Basingstoke and Deane Borough Council Direct Debits from the account detailed on the instruction subject to the safeguards assured by the Direct Debit Guarantee.

Signature(s) _____

 Date _____

Banks/Building Societies may refuse to accept instructions to pay Direct Debits from some types of account

PRIVACY STATEMENT

Basingstoke and Deane Borough Council is the data controller for the personal information you may provide. You can contact us by phone on 01256 844844, via email to customer.service@basingstoke.gov.uk or by writing to us at Civic Offices, London Road, Basingstoke, RG21 4AH. The Council's Data Protection Officer can be contacted at dpo@basingstoke.gov.uk.

Your information will be used so that we can administer your council tax account and collect council tax from you. Your personal data may be shared with other teams within the council in order to provide a service to you. We may also share it with other local authorities or debt collection agents if necessary for the collection of council tax. We may share the data with third parties if we are required by law to do so.

We will keep your details on our council tax database for seven years after you cease to have an account with the council.

You have certain rights under GDPR which can be found on the Basingstoke and Deane website – see following link: <https://www.basingstoke.gov.uk/GDPR>

If you are not happy with the way the council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office.