

# Privacy Notice

## Creditors and Debtors

This privacy notice is designed to help you understand how and why we use your information if you are a creditor or a debtor.

### Why do you need to process my information and how will you use it?

#### Creditors

Creditors are people who we owe money to. This is usually people who have supplied us with goods or services which we will pay on receipt of an invoice.

We need the following information from creditors:

- Name
- Address
- Contact details
- Bank account details

Your information is processed to meet the legal requirements of Section 112 of the Local Government Finance Act 1988. It is also used to enable the performance of a contract whereby we have agreed to pay for goods or services. The payment may be made by BACS transfer or by cheque.

If we are not supplied with the information set out above, we may not be able to make payments to you.

#### Debtors

Debtors are people who owe Derbyshire Fire and Rescue Service money. For example, this could be an organisation who we have provided a service for or a member of staff who has been overpaid.

We need the following information from debtors:

- Organisation Name / Staff Name
- Contact Details

Your information is processed to meet the legal requirements of Section 112 of the Local Government Finance Act 1988. This information is used for us to seek payment from the organisation or individual, by raising an invoice and sending it out.

## Who will have access to the information?

### Creditors

Invoices for goods/services are sent to the team responsible for the budget which will be used to pay. It may also be seen by administration staff who have responsibility for providing budget support to that section and by our Finance Team.

The system used by our Finance team is provided by Agresso. We use a UK bank to process payments so they will also have access to this information.

Details of payments made to creditors are published on the Derbyshire Fire & Rescue Service website. You can find out more about this on our website on the link below:

<http://www.derbys-fire.gov.uk/about-us-our-vision/what-we-spend-and-how-we-spend-it/expenditure-over-250-pound/>

Our Data Transparency webpage can be accessed here [Click here](#)

Trade Creditor information is also submitted to the cabinet office as part of a Government's National Fraud Initiative (NFI), an initiative to detect and prevent fraud. You can find out more about why and how your information is used on the link below:

<https://www.gov.uk/government/collections/national-fraud-initiative>

<https://www.derbys-fire.gov.uk/privacy-policy/national-fraud-initiative>

### Debtors

Information about debtors is held in Agresso which can be accessed by members of our Finance team and our IT section for administration purposes.

The system cannot be accessed by other members of staff.

## How long will you keep hold of my information?

Paper copies of invoices and related creditor or debtor information is kept for the current year plus six years, in line with our retention schedule.

For the electronic records we are currently working with system suppliers to make sure that systems we use are able to delete your details in line with our retention policy where appropriate.

## Is there anything else I need to know when it comes to my personal information?

To find out more about the rights you have when it comes to your personal information or who you can contact to discuss it further [click here](#).

## Who can I contact about my personal information?

You can contact our Data Protection Officer with regard to any issues related to the processing of your personal information, including exercising any of your rights or making a complaint.

We encourage people to bring to our attention any instances where they think our collection, or use of, information is unfair, misleading or inappropriate.

Data Protection Officer  
Joint Police & Fire Headquarters  
Butterley Hall  
Ripley  
Derbyshire DE5 3RS

Telephone: 01773 305305

Email: [dpo@derbys-fire.gov.uk](mailto:dpo@derbys-fire.gov.uk)

## Right to make a complaint to the Information Commissioner's Office

If you wish to complain about any aspect of the handling of your request, then you should contact our Data Protection Officer at:

Data Protection Officer  
Joint Police & Fire Headquarters  
Butterley Hall  
Ripley  
Derbyshire DE5 3RS

Telephone: 01773 305305

Email: [dpo@derbys-fire.gov.uk](mailto:dpo@derbys-fire.gov.uk)

If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by our Chief Fire Officer/Chief Executive. Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner. Please note that the Information Commissioner will not investigate your case until our internal review process has been completed.

The Information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights. You have a right to lodge complaints with them.

To find out more about them, visit <https://ico.org.uk/about-the-ico/who-we-are/>

To contact them, either visit their website, dial 0303 123 1113 or 01625 545745 or write to them at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Last updated October 2020