



# Privacy Notice

This Privacy Notice explains how we collect and use information about you so that the services you request can be delivered effectively and efficiently.

The Data Protection Act 2018 regulates how I use personal information.

**Please note:** If you have previously provided contact details and you no longer wish me to contact you by email or by telephone, please advise us by emailing [assessor@renfrewshire-vjb.gov.uk](mailto:assessor@renfrewshire-vjb.gov.uk) or telephone 0300 300 150. This right is not absolute and may not apply in certain circumstances where information has to be held in order to comply with legal obligations, but please get in touch and I will consider any request in full.

## Who am I

The **Assessor** for Renfrewshire Valuation Joint Board (**RVJB**) is responsible for the valuation of all lands and heritages unless exempt and domestic properties within the Renfrewshire, East Renfrewshire and Inverclyde Council areas.

The Assessor is also the **Electoral Registration Officer (ERO)** for these areas with responsibility for compilation and maintenance of the Electoral Register.

## Data Controller

For Electoral Registration it is The Electoral Registration Officer and for Valuation Roll and Council Tax it is the Assessor.

Full contact details are:

**Electoral Registration Officer**  
Renfrewshire Valuation Joint Board  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BF

**Assessor**  
Renfrewshire Valuation Joint Board  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BF

Email [assessor@renfrewshire-vjb.gov.uk](mailto:assessor@renfrewshire-vjb.gov.uk) or telephone 0300 300 150.

## Data Protection Officer

If you would like to contact my Data Protection Officer regarding any queries you may have about how your personal information is used, full contact details are:

**Heather Semple**

Renfrewshire Valuation Joint Board  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BF

Email [heather.semple@renfrewshire-vjb.gov.uk](mailto:heather.semple@renfrewshire-vjb.gov.uk) or telephone 0141 487 0626.

## How I use your personal information

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| <b>Electoral Registration</b> | <p><b>Personal information is used by the ERO to fulfil his registration duties in line with electoral registration legislation.</b></p> <p>The Register is published on the 1st December each year. Revised monthly updates are produced and published in accordance with the statutory timetable. Election registers are also produced for use by the Returning Officers staff at the polling stations on Election Day.</p> <p>To verify your identity, personal data will be processed by the Individual Electoral Registration Digital Service managed by the Cabinet Office. As part of this process, personal data will be shared with the Department of Work and Pensions and the Cabinet Office suppliers that are data processors for the Individual Electoral Registration Service. You can find more information about this by clicking this link: <a href="https://www.registertovote.service.gov.uk/register-to-vote/privacy">https://www.registertovote.service.gov.uk/register-to-vote/privacy</a></p> <p>Where appropriate, the ERO will use all information available, including data matching, in order to fulfil his statutory duties. You can find more information on who can use the information contained within the full Electoral Register by clicking this link: <a href="https://www.electoralcommission.org.uk/i-am-a/voter/electoral-register">https://www.electoralcommission.org.uk/i-am-a/voter/electoral-register</a></p> <p>The ERO and the elections team at your local Council use the Electoral Register for electoral purposes, such as issuing poll cards.</p> |
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It is also used for other purposes, including, but not limited to detecting crime, calling people for jury service, and checking credit applications.

Candidates, elected representatives, registered political parties and other registered campaigners are also allowed to have copies of the full electoral register. They can use the register for campaigning activities, including sending election communication to voters.

**Information that may be required to register:**

Your address, name, date of birth, nationality, your national insurance number, employment details, signature and your email and telephone contact details. Other information may also be required in order to register.

Please note that additional information is required to process applications for Overseas Electors, including but not limited to passport information.

In some circumstances the personal information we collect is defined as “special category data”. We require basic medical information, for example; applications for an emergency proxy vote due to medical incapacity. Please click this link to view our policy for processing special category data (Appropriate Policy Document (For Special Category and Criminal Offence Data) : <https://www.renfrewshire-vjb.gov.uk/policies-and-plans>

**Information that will be required for a Voter Authority Certificate:**

In line with the Elections Act 2022, the ERO will also collect personal information in order to process applications for and produce Voter Authority Certificates. In addition to the information outlined above your (recent) photograph will be required. Your phone number or email address may also be required in order to process your application.

**Any contact information you provide for Electoral Registration or any contact information held by the ERO may be used to contact you about Electoral matters, in line with the ERO’s legal responsibilities.**

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|  | <p><b>Please note: ERO Portal</b></p> <p>The application process for Voter Authority Certificates, Absent Vote Applications (reserved Polls only) and applications for Overseas Electors requires use of a portal (the ERO Portal) managed by the UK Government. The UK Government will therefore process the personal data submitted on behalf of the Electoral Registration Officer for the purposes of processing these applications.</p> <p><b>Please note: Overseas Electors</b></p> <p>The Overseas Elector Digital Service is hosted by the UK Government, and the Electoral Registration Officer receives data from it. The online service allows overseas electors to submit a renewal declaration and securely transmit that declaration and any updated details to the Electoral Registration Officer. The UK Government will therefore process the personal data submitted online for the purposes of processing these applications.</p> |
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| <b>Council Tax</b> | <p>The Assessor is responsible for placing the banding on all domestic properties within East Renfrewshire, Inverclyde and Renfrewshire area.</p> <p><b>Please note:</b> RVJB does not deal with payment of council tax. This is dealt with by each Council's Finance Department.</p> <p><b>Information that may be required:</b><br/>Name, address, email and telephone contact details, purchase price, purchase date and occupation date.<br/>I may also require access to your property.</p> <p>Personal information will be shared with the Scottish Courts Tribunals Service for the purpose of processing proposals/appeals against Council Tax Bands.</p> <p><b>Any contact information you provide for Council Tax purposes or any contact information held by the</b></p> |
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|                       | <b>Assessor may be used to contact you about Council Tax matters, in line with the Assessor's legal responsibilities.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Valuation Roll</b> | <p>The Valuation Roll contains an entry for every non-domestic property within East Renfrewshire, Inverclyde and Renfrewshire area. Each entry in the Roll includes the names of proprietors and occupiers and the Rateable Value which has been set by the Assessor.</p> <p><b>Information that may be required:</b><br/> Company name, organisation name or your name, property address and/or correspondence address, your email and telephone contact details, business turnover, rents paid, construction/building costs.</p> <p>I may also require access to your property.</p> <p><b>Scottish Courts and Tribunals Service</b><br/> Personal information will be shared with the Scottish Courts Tribunals Service for the purpose of processing appeals against Non-Domestic Rateable Values.</p> <p><b>Any contact information you provide for Non-Domestic Rates purposes or any contact information held by the Assessor may be used to contact you about matters relating to Non-Domestic Rates, in line with the Assessor's legal responsibilities.</b></p> |

**Failure to provide data:**

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| <b>Electoral Registration</b> | <p>If your name is not on the register, you would not be able to vote at elections and referendums. As the Electoral Registration Officer is carrying out a statutory function, failure to provide information may incur the following fines:</p> <ul style="list-style-type: none"> <li>• If you do not complete an Invitation to Register (ITR), when required to do so you could face a fine of £80.</li> </ul> <p><b>This fine does not apply to 14 &amp; 15 year olds.</b></p> |
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|                       | <ul style="list-style-type: none"> <li>• If you do not complete a Canvass Communication, you could be liable to pay a penalty not exceeding level 3 on the standard scale (currently £1000).</li> <li>• If you knowingly supply false information on either the canvass communications or ITR applications, you could be liable on summary conviction to imprisonment for a term not exceeding six months or a fine not exceeding level 5 on the standard scale (currently £5,000) or both.</li> </ul> <p>Failure to provide the information required for the ERO to issue a Voter Authority Certificate may result in you not being able to vote at UK elections and referendums.</p>                                                                        |
| <b>Council Tax</b>    | <p>The Assessor is carrying out a statutory function to compile and update the Valuation List, failure to provide information may incur the following fines:</p> <ul style="list-style-type: none"> <li>• If you do not complete a request for information issued to you under the Local Government Finance Act 1992, when required to do so, you could be liable to pay a penalty not exceeding level 2 on the standard scale (currently £500).</li> <li>• If you knowingly supply false information, you could be liable on summary conviction to imprisonment for a term not exceeding 3 months or a fine not exceeding level 3 on the standard scale (currently £1000) or both.</li> </ul>                                                                |
| <b>Valuation Roll</b> | <p>The Assessor is carrying out a statutory function to compile and update the Valuation Roll, failure to provide information may incur the following fines:</p> <p>If you do not complete an Assessors Information Notice issued to you under the Non-Domestic Rates (Scotland) Act 2020, when required to do so, this may result in the issuing of a Civil Penalty Notice under Section 30 of the Non-Domestic Rates (Scotland) Act 2020. This may lead to a penalty of up to 71% of the Rateable Value or £61,000 if the property is not currently entered in the Valuation Roll. If you knowingly supply false information, you could be liable on summary conviction to pay a penalty not exceeding level 3 on the standard scale (currently £1000).</p> |

## Legal basis

My processing is driven by several pieces of legislation and regulations.

For Electoral Registration purposes, this includes but is not limited to:

- The Representation of the Peoples Act 1983 (as amended).
- Elections Act 2022.
- Representation of the People (Postal and Proxy Voting) Regulations 2023.

For Valuation purposes, this includes but is not limited to:

- Local Government Finance Act 1992.
- Lands Valuation (Scotland) Act for 1854 (as amended).
- Non-Domestic Rates (Scotland) Act 2020.

## Legal basis under The Data Protection Act 2018

- Schedule 9, Condition 3 - processing is necessary for the compliance with a legal obligation to which the controller is subject;
- Schedule 9, Condition 5 (c) and Schedule 10, Condition 7 (c) - processing is necessary for the exercise of functions conferred on the RVJB by an enactment or rule of law;
- Schedule 9, Condition 5 (e) - processing is necessary for the exercise of functions of a public nature exercised in the public interest.

## Sharing your Information

I may share your information but will only do so when this is fair and lawful.

I will not share your information with any third parties for the purposes of direct marketing.

I use data processors who are third parties who help me discharge my statutory duties. I have contracts in place with our data processors. This means that they cannot do anything with your personal information unless I have instructed them to do it.

In some circumstances I am legally obliged to share information. For example, under a court order or where I cooperate with other authorities in handling complaints or investigations. I might share information with other regulatory bodies in order to further their, or my, objectives. In any scenario, I will ensure that there is a lawful basis on which to share the information.

I will often be required to share your information with the following third parties:

- Statutory recipients of the full Electoral Register [Click here for a list of statutory recipients of the Electoral Register](#)
- Government Departments and Local Authorities, other Valuation Joint Boards and Electoral Registration Offices.

- The Scottish Courts and Tribunals Service
- Returning Officer(s) to enable them to conduct elections and referendums.
- Registered political parties, elected representatives (MPs, MEPs, MSPs, and Councillors), candidates, agents and other permitted participants who are able to use it for Electoral purposes only.
- Organisations who process your personal data on behalf of RVJB for example; contracted printers for the production of Electoral Registration, Valuation Roll and Council Tax Forms or Notices.
- Scottish Assessors Association and the Valuation Office Agency.
- Flood Re Limited
- Language Line Solutions, our telephone interpreting service, allowing us to communicate with a limited English speaker.

I am also required by law to report certain information to appropriate authorities, for example:

- Where a formal court order has been issued.
- To law enforcement agencies for the prevention and detection of Crime.
- The Council Tax department of your local authority for the assessment or collection of a tax, for example single person discount queries/disputes.

As a public authority we are subject to audit and may share your information with auditors. What we share will depend on the nature and scope of the audit and we will take steps to minimise data sharing wherever possible.

I may disclose information without obtaining your consent to comply with legislation or an order of court. I also must comply with requests for information under the Freedom of Information (Scotland) Act 2002, Environmental Information Regulations 2004 and Data Protection legislation. Requests are considered on a case-by-case basis and I will only disclose your information in response to a request where I am legally required to do so.

In any instance of sharing information, I have to ensure that I have a lawful basis on which to share the information and document my decision.

## **Sources of Information**

I am entitled to receive information from a wide variety of sources. The primary ones are your local councils, other Valuation Joint Boards and Electoral Registration Offices, government departments, private schools, universities, Royal Mail, building companies and Registers of Scotland.

## **International Transfers**

I do not transfer information overseas, however some of the organisations I share your information with may transfer this overseas. Where your information is transferred overseas with my permission, I ensure suitable safeguards are in place. If you wish more information on the safeguards, please contact my Data Protection Officer.

## **Visitors to our website**

First party Performance Cookies are used on the RVJB website ([www.renfrewshire-vjb.gov.uk](http://www.renfrewshire-vjb.gov.uk)), in the form of Google Analytics. Performance Cookies collect information about how visitors use a website, for instance, which pages visitors go to most often and how they navigate through the website.

These Cookies don't collect information that identifies a visitor. All information these Cookies collect is aggregated and therefore anonymous and is only used to improve how the website works. It allows us to see how easily people find the information they are looking for and helps us improve the design, navigation, and layout of the site.

By using the RVJB website you agree that RVJB can place these Performance Cookies on your device. Cookies can be disabled completely or partially at the browser level.

For information on how to do this, you can check the Help section of your Internet browser.

## **Visitors to our office**

RVJB collect some visitor information (e.g. name and visit purpose) for security and safety reasons. The lawful basis we rely on is Schedule 9, Condition 6 of the Data Protection Act 2018, which allows us to process personal data when it is necessary for the purposes of our legitimate interests.

Closed-circuit television (CCTV) operates outside and inside RVJB premises for security purposes. The CCTV is operated and managed by Renfrewshire Council who is the Data Controller of the data collected by the CCTV. For more information on Renfrewshire Council as a Data Controller, please visit see their [Privacy policy - Renfrewshire Website](#).

## Retention

Personal information will be kept in accordance with my legal obligations and in line with statutory retention periods. [Click here to view our retention and disposal schedule](#)

## Protecting your information

Your trust and privacy is important. I am committed to protecting the information you provide me. To prevent unauthorised access, maintain accuracy and ensure proper use of information, I have physical, electronic and managerial processes to safeguard and secure the information I collect.

## Rights

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

- **Your right of access** - You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - You may have the right to object to processing, depending on the reason why we are processing your information.

Please contact me as stated above if you wish to exercise any of these rights.

## Complaints

I aim to provide the best possible service and resolve any complaints about how I handle your personal information. If you have a complaint regarding how I have handled your personal information, you should contact my Data Protection Officer (details above).

However, if you are dissatisfied with my response, you have the right to lodge a complaint to the Information Commissioner's Office. The contact details are:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number) or visit their website at: <https://ico.org.uk/make-a-complaint/>

## Contact details

**Assessor and Electoral Registration Officer**  
**Renfrewshire Valuation Joint Board**  
Renfrewshire House  
Cotton Street  
Paisley  
PA1 1BF

Email [assessor@renfrewshire-vjb.gov.uk](mailto:assessor@renfrewshire-vjb.gov.uk)  
Telephone: 00300 300 0300

For independent advice about data protection, privacy and data-sharing issues, you can contact the [Information Commissioner's Office](#).

## Changes to this privacy notice

I may change this privacy notice from time to time in order to reflect changes in the law and/or my privacy practices. This privacy notice was last reviewed and updated on 8 July 2026.