



**Valuation Office
Agency**

Complaints Investigation Team

Valuation Office Agency

Dunstanburgh House
Benton Park View
Longbenton
Newcastle upon Tyne
NE98 1ZZ

Debbie Barker

request- 586447-
fc4d2857@whatdotheyknow.com

Tel: 03000 506 382
Email: complaintsinvestigation@voa.gsi.gov.uk
Website: www.gov.uk

Your Reference:
Our Reference: 11798029.1/134

Please ask for: Paul Titterington

Date: 23 July 2019

Dear Ms Barker,

Request for access to your personal information

You contacted us on 3 July 2019 asking for the information we hold about 4 Pinewood Close, Formby, L37 2HX.

According to our records the information you are seeking does not relate to your personal/property information. Our records show you live at No. 5 Pinewood Close.

Subsequently whilst we are treating this as a request for personal information. Data protection law states that in some circumstances your right to see some personal information is limited and may be withheld. The Valuation Office Agency (VOA) is part of HM Revenue and Customs (HMRC) and subject to a general duty of confidentiality to protect the personal data of other individuals.

Therefore any information regarding No. 4 Pinewood Close will not be disclosed to you.

The VOA has a statutory duty of confidentiality under section 18(1) and 23 of the Commissioners for Revenue and Customs Act 2005 (CRCA). Therefore the VOA are not excused from their duty of confidentiality under CRCA because this legislation does not provide an exemption for information to be provided on request. CRCA takes precedence over the Freedom of Information Act (FOIA) 2000 as it was drafted with the full knowledge of FOIA.

Furthermore we may withhold information, under section 7 (6) (a) DPA, if disclosure reveals third party names and / or information about their properties or sources as the VOA is part of HM Revenue and Customs (HMRC) and subject to a general duty of confidentiality to protect the personal data of other individuals (or persons).

For further details on how and why we process personal information please go to www.gov.uk and search for HMRC Privacy Notice.

Contact VOA or make a complaint

If you have any questions about this letter please get in touch. Our contact details are at the top of this letter.

If you are unhappy with this response, you may make a complaint. Please set out your reasons and send your complaint to:

Email complaintsinvestigation@voa.gsi.gov.uk
Address Complaints Investigation Team
Valuation Office Agency
8th floor
10 South Colonnade
Canary Wharf
London
E14 4PU

Data Protection Officer

HMRC has appointed a Data Protection Officer to oversee compliance with its data protection obligations and the Valuation Office Agency is an Executive Agency of HMRC.

If you have any queries about your rights please contact the Data Protection Officer

Email advice.dpa@hmrc.gsi.gov.uk
Address Data Protection Officer
HM Revenue and Customs
10 South Colonnade
Canary Wharf
London
E14 4PU

Contact the ICO

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

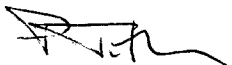
You can contact the Information Commissioner by:

Email casework@ico.org.uk
Phone 0303 123 1113 (local rate)
Online <https://ico.org.uk/global/contact-us/>
Address Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

The Information Commissioner's website has more information about data protection and your rights.

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Yours sincerely,



Paul Titterington
Complaint Investigation Manager
Council Tax