



**Instruction to your bank/building society to pay by Direct Debit**

Please fill in the whole form using a black ball point pen

Please send the completed form to:

West Suffolk Council  
Finance Department  
West Suffolk House  
Western Way  
Bury St Edmunds  
Suffolk  
IP33 3YU



Originators Identification Number

**9 7 3 1 8 2**

Reference number

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Name of account holder(s)


Please tick here if you wish to pay by monthly instalments

**Instruction to your bank or building society**

Please pay West Suffolk Council Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with West Suffolk Council and, if so, details will be passed electronically to my bank/building society.

Bank/building society account number

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Branch sort code

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Please select Direct Debit collection date:

14 <sup>th</sup> of month		28 <sup>th</sup> of month		1 <sup>st</sup> of month	
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Name and full postal address of your bank or building society

To the Manager	Bank/building society
Address	
	Postcode

Signature(s)
Date

**Bank and building societies may not accept Direct Debit instructions for some types of account**



## Direct Debit Guarantee

- The 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 the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation 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 the organisation 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 the organisation asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building

**Please keep this guarantee for your records**

### Privacy notice

Finance is a service of West Suffolk. This privacy notice explains how we use any personal information we ask you for when completing the attached form.

### What information do you collect about me?

We will collect personal information about you as you complete this form including a contact name, address, telephone number and email address as well as bank information if you chose to pay by direct debit or direct in to our bank account.

### Why do you collect this personal information and how do you use it?

We will be supplying goods or services to you under a contract, and we require this information to enable us to raise invoices and process your payments correctly. If the circumstances arise where we have to recover a debt owed to us by you, we will also use this information to allow us to do this. The information you provide will only be used for these purposes and we will only contact you should we require further information regarding the goods or services provided or have any queries in regards to your account. All of your information will be processed in accordance with the General Data Protection Regulation (GDPR) and will only be used by us to deliver or improve this service. We will not disclose any personal information to any other third parties unless required to do so by law. For more information on how this is done click: [How we use your information](#)

### General Data Protection Regulation

Any personal information we capture about you is processed under the terms of GDPR and the councils' Data Protection Policy which can be found at: [Data Protection Policy](#)

## **Can I access the information you hold about me?**

Under GDPR you can ask for access to information we hold about you. This is called a data subject access request; you will need to request this information in writing. To help you in this process we have prepared a [Data Subject Access Request](#) form that you can download and complete. You will be required to provide proof of identity in person. We must respond to you within one month – if we feel the request is complex we may ask for an extension of this period.

If the information we provide is incorrect you must write to us and tell us what information is incorrect and ask that it be corrected. If we do not agree that the information is incorrect you may ask us to record your disagreement – more information on your rights under GDPR can be found at: [Data Protection Policy](#)

If you wish to complain about the way in which your request has been processed then your complaint will be dealt with as a Step Two complaint in accordance with our [complaints procedure](#)

If, after an internal review, you are still unhappy with the decision, you have a right of appeal to the Information Commissioner, visit their page: [Information Commissioner, report a concern](#)

## **How can I contact you?**

Please contact us if you have any questions about this privacy notice or information we hold about you by email at: [customer.services@westsuffolk.gov.uk](mailto:customer.services@westsuffolk.gov.uk) or write to us at: Customer Services, West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU