



HM Revenue
& Customs

The tax administration framework: Supporting a 21st century tax system

Call for evidence

Publication date: 23 March 2021

Closing date for comments: 13 July 2021

Summary

Subject of this consultation

This call for evidence seeks views on how the tax administration framework could be reformed as part of the Government's commitment to creating a trusted, modern tax administration system.

Scope of this consultation

The Government is seeking views on how legislation underpinning HMRC's administration of the tax system could be updated to provide a better experience for individuals and businesses, enable opportunities to further reduce the tax gap, and help build greater resilience and responsiveness to future crises.

Who should read this

HMRC welcomes engagement from any individual or business with views on how taxes should be administered. This is likely to be of particular interest to accountants, tax agents, legal professionals, payroll professionals, book-keepers, insolvency practitioners, software providers, financial advisers and their clients. Taxpayer representative bodies, charities and other voluntary organisations that help people with their tax affairs will also have an interest.

Duration

The call for evidence will run for 16 weeks starting on 23 March 2021 and ending on 13 July 2021.

Lead official

Ibrahim Khan-Ghauri, HM Revenue and Customs

How to respond or enquire about this consultation

Any responses or queries about this consultation should be sent to adminframeworkreview@hmrc.gov.uk

This call for evidence considers different aspects of the tax administration framework. Respondents should not feel that they have to respond to all of the questions in this document. HMRC also welcomes partial responses, focused on the individual aspects of the framework that are most relevant to the respondent.

Additional ways to be involved

HMRC is keen to collaborate with a wide range of stakeholders and will organise a number of online discussions to ensure that views are heard from across the range of sectors who interact with the tax system. Please contact HMRC using the details above if you would like to be involved.

After the consultation

Responses to this call for evidence will inform any future policy proposals to reform the tax administration framework, which will then be subject to further consultation in accordance with the tax policy-making process.

Getting to this stage

In July 2020, the Government published a 10-year strategy to build a trusted, modern tax administration system which included a commitment to publish a call for evidence on the legislative framework underpinning tax administration. In a Written Ministerial Statement on 12 November 2020, the Financial Secretary to the Treasury confirmed that the call for evidence would be published in Spring 2021. This document sets out that call for evidence.

Previous engagement

HMRC held preliminary discussions with a number of tax professional bodies and taxpayer representative groups between July 2020 and January 2021. These considered the themes and opportunities set out in the Government's 10-year tax administration strategy.

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Foreword

In the March 2020 Budget, the Chancellor of the Exchequer highlighted the Government's intention to create 'a tax system fit for the challenges and opportunities of the 21st century'. In July 2020, I published the 10-year Tax Administration Strategy for tax administration in the United Kingdom, to improve its resilience, effectiveness and support for taxpayers.

Central to this vision is a fully digital tax system able to support all the needs of taxpayers. This means a tax system that is fair and even handed and builds trust over time. It should also work closer to real time, allowing people to pay the right tax with ease, and fit into the way they work, live their lives, and run their businesses. A digital UK tax system will also create potentially significant opportunities to drive up productivity and innovation.

However, the UK also needs a tax system that is adaptable, resilient and responsive. COVID-19 has highlighted the importance of the tax system in delivering targeted support to people and businesses. It is an urgent priority to ensure it has the flexibility and capacity to respond quickly and effectively to future national crises.

The tax administration framework sits at the base of the tax system. It plays a critical role in how people experience the tax system and how much trust they place in it. The framework needs to change significantly in order to allow HMRC to deliver new digital services, collect the right amount of tax, fight avoidance, and make repayments where necessary in a rapidly changing world.

This review asks fundamental questions about tax administration and other parts of HMRC's strategy, to inform and shape a long-term policy.

Alongside this document the Government has also published a call for evidence on Timely Payment, in order to explore the timings and frequency for paying different taxes, so that businesses and individuals can pay tax due easily and promptly. The Government has already announced the next steps for Making Tax Digital and consulted on the design of Making Tax Digital for Corporation Tax. This further move towards a digital tax system will give taxpayers more up-to-date understanding of, and greater certainty over, their tax position. It will remove opportunities for error, ensuring the right tax is paid. Future reforms will need to be underpinned by a framework that takes account of increased digitisation.

This is an opportunity for reform, but it is also an opportunity to challenge areas of tax administration that have become entrenched over the last 50 years. By taking a fresh look at the fundamental building blocks of the tax system, the Government now has the opportunity to design a trusted, modern tax administration system that is simpler, easier to navigate, and more responsive to taxpayers' needs.

This call for evidence is the first step. I hope that a wide range of people and organisations respond to this careful but ambitious process of review, so that the Government can draw on the very best ideas in its efforts to design a tax administration system fit for the 21st century.

Rt Hon. Jesse Norman

Financial Secretary to the Treasury

1. Introduction

This call for evidence on the Tax Administration Framework Review is a key part of delivering the Government's 10-year tax administration strategy - 'Building a trusted, modern tax administration system'. The strategy sets out how HMRC will make sure tax administration keeps up with rapid social, economic and technological change to deliver the flexible, resilient and responsive tax system the UK will need. Some examples of these reforms are included in Box 1.1 below.

The Government is committed to having an open dialogue. It wants to redesign the UK tax administration system by working with taxpayers and other stakeholders, in order to meet the long-term needs of service users and taxpayers.

Modernising the tax administration framework is central to a trusted, modern tax system. It will simplify and update the legislative framework on which the UK tax system is based. HMRC and taxpayers alike will benefit from advances in the use of technology and data while ensuring accessibility is not a barrier for any customer.

Box 1.1: Examples of important future reforms set out in the 10-year strategy

- **the extension of Making Tax Digital** will help to move the UK towards a fully digital tax system that works closer to real-time
- **improving our use of real-time information** will allow taxpayers to have a more up-to-date understanding and greater certainty over their tax position, with capacity for real-time risk assessment
- **the timely payment of tax** will allow people and businesses to pay the right tax with ease in ways that fit with how they live their lives and go about their business
- **delivering a secure and easily accessible single digital account/customer record** will give taxpayers a single and complete financial picture bringing together their different taxes and data sources, and enabling HMRC to deliver more personalised services
- **improving services for agents and representatives** will enable HMRC to design in access for appointed agents and representatives from the outset, and support efforts to ensure high standards within the tax advice market.

The Government recognised the need to reform the tax administration framework, in order to build a flexible, more responsive system. It also expressed its intention to encourage public debate on the timings and frequency of the payment of taxes. It announced two calls for evidence and the two documents are being published at the same time. Respondents to this call for evidence are encouraged also to consider the call for evidence on Timely Payment,

which explores the opportunities and challenges of more frequent payment of Income Tax Self-Assessment (ITSA) and Corporation Tax for small companies. The work on Timely Payment will feed into the wider reform of the tax administration framework.

As with other tax administrations around the world, the UK's tax system rests on legislation. This defines how people pay their taxes and their duties, including when and how to register with HMRC, how tax liability is assessed and calculated, how they pay, and the steps HMRC can take to check things like tax returns and claims. It also defines the duties and responsibilities of HMRC.

The current framework is showing its age. Its complexity can sometimes make it difficult to navigate for taxpayers, their representatives and third parties who need to use the tax system. It is essential the framework is updated to embrace new technologies fully and improve the taxpayer experience.

This call for evidence is the start of a wide-reaching review of the tax administration framework. The review is an opportunity to rethink how HMRC and taxpayers interact, testing whether the current rules and established ways of doing things still make sense. HMRC wants to explore innovative approaches to create, or collaborate on, a revised framework. For its part, the Government encourages contributions and collaboration on this review from a wide range of stakeholders. It wants a framework that will reflect the needs and experiences of people who use the tax system, and to build public trust in HMRC as an organisation central to our UK national resilience and crisis response – as seen during the COVID-19 pandemic, for example.

The framework is an integral part of the tax system. It not only establishes the fundamental rules and obligations for HMRC, taxpayers and a varied range of stakeholders, but also frames the way in which people experience the tax system and shapes their interactions with HMRC. It covers not only taxpayers, whether individuals, businesses or other organisations, but also many others, including intermediaries such as agents, tax professionals and the judiciary and the courts system. It is crucial that any reform is undertaken carefully, steadily and in collaboration with those who rely on the framework, with support given to those affected by any changes.

In recent years, the Government has consulted on changes in tax administration that have directly or indirectly affected the framework, including the introduction of Making Tax Digital. These consultations have provided useful insight into how taxpayers interact with HMRC and will inform this exercise. However, this review will take a fresh look at the fundamentals of tax administration. The Government is keen to hear a wide range of views at this pivotal early stage of the review.

Feedback to this call for evidence will inform future consultations on proposals to update the tax administration framework.

2. Reviewing the tax administration framework

The tax administration framework

The tax administration framework refers to all legislation relating to how HMRC collects revenue and makes payments. It provides the foundations that support all of the taxes and duties that HMRC administers. This includes both direct and indirect taxes. It covers the ways in which HMRC:

- identifies taxpayers and brings them into the tax system
- obtains information from taxpayers to establish their liability to pay taxes
- calculates or verifies the tax that is owed, processes amendments and manages claims and tax reliefs
- checks information is correct through enquiries, information, inspection and discovery powers
- collects tax revenue and promotes and incentivises compliance, including through penalties and sanctions
- provides safeguards to taxpayers and manages disputes, including through appeal and review processes.

The framework shapes how taxpayers deal with their tax affairs, whether they do this themselves or someone does it on their behalf, such as an agent or their employer. It plays a critical role in the level of trust that people have in the tax system, shaping their experiences of, and relationship with, HMRC.

The ways in which people work, structure their businesses and manage their income are changing. Their expectations of a trusted, modern tax administration system, and how they would like to report and pay their taxes, are also changing.

It is important that any reform considers not just the challenges of today, but how to build in flexibility and future-proof tax administration. The number of people who are self-employed and provide services in the gig economy has grown in recent years. Tax administration should be responsive to evolving ways of working and changes in how people wish to interact with the tax system, whether they are employed or self-employed.

There is also an opportunity to explore how the future tax administration framework could be more adaptable and enable evolving business structures, such as digital online platforms and marketplaces to play a role.

This call for evidence does not seek to provide an exhaustive list of the primary and secondary legislation that could be considered part of the framework. Its reach is wide-ranging and may mean different things to different people. As part of responses to the questions throughout this call for evidence, we welcome views on what the framework encompasses, and which aspects are important to this review.

Challenges with the existing tax administration framework

Some elements of the UK's tax administration framework are now over 50 years old and were not designed for a modern, digital tax system. The laws governing tax administration need to change to allow HMRC to deliver world-leading services and support taxpayers better as they interact with HMRC digitally.

The age and complexity of the legislation has contributed to the number of cases being tested at Tribunal and in the courts, when it is sometimes not clear whether taxpayers or HMRC have acted in accordance with the framework legislation.

This adds a burden to the courts system and increases uncertainty for taxpayers and HMRC. Below are two recent examples of such challenges.

Box 2.1: Examples of recent framework challenges

- **'Voluntary' tax returns:** HMRC receives hundreds of thousands of tax returns every year from taxpayers who are aware they have tax to pay but have not received a formal "notice to file" a return from HMRC. A small number of taxpayers, engaged in tax avoidance, successfully challenged whether the return they submitted was valid as they had not received a notice to file, arguing this meant HMRC could not enquire into their tax return. The Government amended legislation to make clear this long-standing practice was within the law. This protected the Exchequer and ensured that compliant taxpayers would not have to go through a complex process to self-assess their tax liabilities voluntarily.
- **Penalties for filing a return late:** HMRC issues penalties where a taxpayer sends in a tax return after the statutory filing deadline. HMRC issues many notices, including for penalties, automatically through its computer systems. A number of taxpayers challenged whether these penalties were valid, arguing that Section 8 Taxes Management Act 1970 refers to 'an officer of the board' and notices needed to be issued individually by HMRC officers. If successful, this challenge could have had an impact on HMRC's ability to administer these penalties and support fairness in the tax system. The Upper Tribunal allowed HMRC's appeal and legislation has been introduced to clarify that functions given to an officer may be carried out by HMRC using automatic processes.

The ways in which the legislative framework has been amended over the years make it complicated for some taxpayers to understand adequately what they need to do to meet their tax obligations and keep pace with changing requirements even where there is clear guidance. The review aims to provide a clear division of responsibilities between the individual and the state.

This fragmentation of legislation hinders confidence in the tax system and makes it particularly difficult for taxpayers and organisations to familiarise themselves with relevant legislation and guidance, resulting in reduced trust, and increased error and non-compliance. For example, the Taxes Management Act 1970, which provides the basis for administration of direct taxes, is 50 years old. Successive 'fixes' to the framework, such as addressing the types of challenge outlined above, can be difficult for taxpayers to keep track of and carry the risk of creating new issues in future. Some examples of these changes include:

- introduction of the Self-Assessment tax regime
- 2005 review of HMRC's powers
- new powers and sanctions to tackle offshore/onshore tax evasion and avoidance
- amendments to enable electronic communications between HMRC and taxpayers
- amendments to facilitate the introduction of online, digital tax accounts.

Taxpayers should be able to have confidence in a tax administration system that is simple, clear, and easy to understand. This review is an opportunity to simplify aspects of the framework, making it easier for taxpayers to navigate.

A reformed framework should not just address the framework's current deficiencies, but lay the groundwork for a trusted, modern tax administration system. In future, the calculation and payment of tax should be as effortless as possible for personal taxpayers, through their online account, for example. For the majority of businesses, tax should be straightforward and hard to get wrong.

The legislative framework needs to support this. While digital advancements could create new opportunities for simplification, it is also crucial to consider taxpayers who are digitally-excluded, as well as elements of tax administration that could still rely on manual processes for some years to come. Any legislative obligations should be as clearly set out as possible, with further support for anything that is complex. We need to look at how HMRC, taxpayers and their agents interact and how the framework manages those relationships.

The impact of COVID-19 emphasised the need for a framework that is flexible and adaptable to changing circumstances. Access to real-time data could have provided the Government with a more up to date picture of the trading and profit levels of the self-employed, enabling support to be better targeted. For example, HMRC has utilised temporary easements, or helpful changes, within its tax and duty collection and management powers to support individuals and businesses affected by COVID-19; this review is an opportunity to consider how greater flexibility could be incorporated into a reformed framework.

The UK's economy, society, and the ways in which technology can assist tax administration will continue to evolve, beyond the 10-year tax administration strategy. Tax administration should be flexible enough to adapt to future changes in the way people live, work, and structure their businesses.

Question 1 Are there reforms which HMRC should focus on for the framework review? Which changes should we prioritise to drive improvements in the taxpayer experience?

Question 2 Where is the tax administration framework creating challenges to the trust that taxpayers place in the tax system and HMRC's administration of it? How could the framework be reformed to address these challenges?

Principles of the review

Given the scale and reach of the framework, any changes should be guided by principles that govern the intent of future reform. HMRC already has established principles and objectives that guide its role in the UK tax system. For example, the [HMRC Charter](#), published in November 2020, defines the service and standard of behaviour that taxpayers should expect when interacting with HMRC. This review will support existing principles for HMRC and consider how they apply to the specifics of any future reforms to the tax administration framework.

Box 2.2 suggests some overarching objectives, as a starting point, to guide this review.

Box 2.2: Objectives for the tax administration framework

A revised tax administration framework should:

- **provide certainty and appropriate safeguards for taxpayers.** Obligations should be clear and easily understood, with decisions made in a consistent way that promotes trust and fairness. This should be coupled with appropriate safeguards and effective support, particularly for taxpayers who need extra help and those in vulnerable circumstances
- **be flexible enough to adapt to changing circumstances and enable targeted support for taxpayers.** It should support a simpler experience for those who are working, structuring their businesses or managing their income in non-traditional ways. The framework should also have the flexibility to allow the tax system to respond to future technological, economic and social change, and deliver targeted policy responses to any future crises
- **support HMRC's aim to make it easy to get tax right and hard to get it wrong.** The framework should provide clarity over what taxpayers, intermediaries, third parties and HMRC need to do, and by when
- **help build trust in a tax system that is recognised as fair and even-handed.** This means supporting modernisation, reinforcing the capability to respond to emergencies, and reassuring taxpayers that HMRC's powers are proportionate and will be used fairly, carefully and consistently to ensure that everyone pays the correct tax, and include appropriate safeguards for taxpayers
- **be as simple and transparent as possible,** supporting the simplification of tax administration processes to improve taxpayers' experiences, and meet their expectations of a modern, digital tax system
- **help reduce the cost for taxpayers of meeting their obligations and drive down the costs to the Exchequer.** It should support approaches that reduce any time and costs for taxpayers, agents and representatives in interacting with the tax system, and make it easier for HMRC to collect the tax that is due.

Question 3 Do you agree that these are the right overarching objectives to guide this review or do you believe there are others it should consider? Do you feel that some of these objectives are more important than others?

Scope of this review

In order to focus on priority reforms:

- this review looks at the legislation, processes and guidance that underpin the administration of taxes and duties. It will not generally consider the policy decisions that are specific to individual taxes or duties (such as the tax rates and who is liable to pay), or the structure or individual features of those taxes or duties. For example, the overall use and administration of tax reliefs (how they operate) could be considered in scope, but the targeting of those reliefs would not.

- the administration of benefits and credits are out of scope of the review. While benefits and credits are an integral part of the tax and welfare system, these are not specifically supported by the tax administration legal framework. However, the ways in which the benefits and credits system interacts with the tax system will be taken into account when considering any changes to the framework.
- following the UK's exit from the European Union, the administration of customs duties will be considered at a later stage of the review. Wider application of reforms identified in this review in relation to the new customs regime will be considered later.

The Government's vision for future tax administration emphasises the importance of carefully sequenced reform in stages. Modernisation cannot and should not happen overnight. The Government recognises that any change of this potential scale will raise important questions and public concerns. It also requires an open and comprehensive approach to stakeholder engagement, ensuring any future reform is designed in collaboration with those who will be affected.

It will be important to ensure that the pace and sequencing of these reforms reflect the requirement to upgrade and improve HMRC's own technical and communications infrastructure, to better support the needs of taxpayers.

The remaining chapters of this call for evidence consider the core functions of tax administration and how these are reflected in the UK's tax framework. They consider each of the framework's functions, assessing opportunities to reform and update legislation, processes and guidance.

This call for evidence is only the first step in this review. The Government is keen to receive ideas on how best to incorporate the widest cross-section of viewpoints, as well as the expertise of those who have a particular interest in tax legislation. The review of tax administration for large businesses, announced at the 2021 Spring Budget, will also align with the wider review of the Tax Administration Framework.

Question 4 How could the review ensure the best coverage of viewpoints and expertise from those who depend upon the tax administration framework? Are there particular models of consultation engagement or collaboration that could work well?

Learning from international examples

The challenge for national tax administration authorities to keep pace with digital, economic and social changes is not isolated to the UK. Other tax jurisdictions have taken steps to modernise their tax administration frameworks. These include:

- pre-population of tax returns in Italy, using third-party information to fill out some of a person's tax return details in advance. The tax authority guarantees not to audit that information if the taxpayer accepts it as accurate. Pre-populated tax returns are already used for personal income taxes by 12 revenue bodies within the Organisation for Economic Co-operation and Development (OECD)
- the Australian Taxation Office introduced key performance indicators to measure and report taxpayers' perceptions of fairness in tax disputes. Insight from this has helped to improve perceptions over time. Read [OECD Tax Administration 2019: Comparative information on OECD and other emerging economies](#)

- South Korea makes effective use of digital services, including ‘Hometax’ for taxpayers to file tax returns, pay what is due, and for issuing tax certificates. This system also uses third-party data and information on taxpayer transactions to simplify and improve the experience for taxpayers. Read [OTS Technology Review: A Vision For Tax Simplicity](#), 2019.

Question 5 Are there other international examples or models of tax administration that could inform this review of the UK’s tax administration framework?

3. Ensuring consistent obligations for people to enter and exit the tax system

A crucial component of tax administration is the obligation placed on taxpayers to register with the tax authority, notify the tax charges they are liable for, or otherwise be identified and brought into the tax system.

For many people, this marks their entry point into the tax system and leads to their first interactions with HMRC. A simple, clear and frictionless process is critical to building trust and promoting tax compliance.

Current approach

Within the current framework, there are different registration, subscription and initial introduction or 'onboarding' processes for different taxes and duties (Box 3.1 provides some examples of these). This can make it difficult for taxpayers because they need to be aware of different rules and obligations for different taxes and duties that they are liable to report and pay. These different obligations also make it more difficult for HMRC to target support to particular taxpayers and business sectors, due to inconsistencies in the timing of registration across taxes and the different notification requirements.

There are different processes for keeping details up to date and deregistering, when a taxpayer no longer needs to report or pay a particular charge, which add further complexity. These different processes lead to multiple requests to the taxpayer for information, which could lead to people not registering or updating information, resulting in reduced trust in HMRC.

Box 3.1: Registration requirements

Examples of different registration requirements across taxes in the current framework include:

- **an obligation to notify chargeability for Income Tax and Capital Gains Tax.** There is no requirement for an individual to register with HMRC in respect of Income Tax or Capital Gains Tax but, under section 7 Taxes Management Act 1970, they must notify their chargeability to an (HMRC) Officer of the Board no later than six months after the end of the year of assessment, if they have not already received a notice to file a return. The taxpayer is ultimately responsible for their tax affairs and for paying the correct amount of tax.
- **a requirement for employers to register if they are operating the PAYE (Pay As You Earn) scheme for their employees.** Under PAYE legislation, the rules are driven by the obligation on employers to report relevant payments. In order to do this, they must register with HMRC and, if appropriate, deduct both Income Tax and National Insurance through PAYE for any employee when required to do so, for example, by applying the tax code as notified by HMRC

- **an initial obligation to register for VAT.** The VAT requirement for businesses to register is broadly within 30 days of reaching the VAT turnover threshold under the Value Added Tax Act 1994, with some exceptions. Penalties may apply if a trader fails to inform HMRC at the correct time that they should be registered for VAT
- **within Excise regimes,** there may also be a requirement for traders to seek authorisation from HMRC before they can be registered.

Opportunities for reform

A modernised registration process for tax should include the following features:

- be straightforward and hard to get wrong
- minimise the level of manual intervention and administration for HMRC and the taxpayer, including making better use of third-party and wider Government data to determine taxpayer obligations
- require any necessary designatory information only to be provided once to HMRC, including changes to circumstances and details to ensure that information is up to date
- authenticate the identity of the individual or entity (such as a business) at the start of the process, to minimise the risk of fraud and ensure that data-matching is accurate and secure
- include simpler and clearer processes for timely 'de-registering', where appropriate.

A more consistent approach to registration, across taxes and duties, could make it easier for taxpayers to understand and meet their obligations. Simplifying registration rules should improve compliance, making it easier to get tax right and harder to get wrong. A single obligation to notify or register could save time in administration for both the taxpayer and HMRC.

Alongside simplified obligations, moving registration closer to the start of the relevant taxable activity, where applicable, could further improve the taxpayer experience and promote trust by reducing non-compliance. This could also facilitate greater real-time information gathering, enabling HMRC to target support to particular taxpayers and business sectors more effectively.

In a similar way to simplifying registration for taxpayers, agents should also only need to register, and be authenticated, once. This would simplify the process for agents and their clients and, by linking agent and taxpayer records, could enable HMRC to better support agents and identify issues where agents' services are failing to meet certain standards.

The tax framework should allow taxpayers options to register and 'deregister' to meet obligations, whilst remaining as frictionless as possible. Within registration and deregistration there will be a variety of customer needs and experiences. For example, companies may no longer need to engage with the tax system when they cease operating if they have no tax obligations, but individuals who cease employment or self-employment may re-enter the workplace or start to receive another source of taxable income at a later date. Re-engagement with the tax system should be made straightforward.

A future registration process should get the balance right between HMRC and the taxpayer as to who is responsible to instigate or begin registration. Some jurisdictions, such as Taiwan, already use data collected to establish who has an obligation to either notify or pay a liability. HMRC could look to use registration data from other UK Government organisations to improve the taxpayer experience, reducing the administrative burden and scope for error.

Question 6 What are the key challenges with the current legislative provisions relating to the identification and registration of taxpayers?

Question 7 What benefits of the current legislation should be preserved?

Question 8 What likely changes and developments will the framework need to handle? What are the key priorities for framework reform in the area of identification and registration of taxpayers?

Question 9 Are the current approaches to the timing of registration still appropriate, or are there opportunities for reform?

4. Improving the way tax liabilities are calculated and assessed

Fundamental to the role of any tax authority is the ability to calculate the amount of tax due or verify calculations provided by the taxpayer or a third-party. The legislative framework for establishing the tax liability of a person or business is complex and varied, covering assessments by HMRC, and those provided by taxpayers and third parties.

Current approach

The rules, processes, time limits and obligations for calculating liability vary according to different taxes and duties, and taxpayer circumstances.

A common form of assessment is Self Assessment. This is made through an annual return by individuals and companies who meet the relevant criteria. The standard Self Assessment process often involves multiple stages that take time to complete and can lead to mistakes.

Before filing a tax return, an individual must notify HMRC of their liability to pay tax. HMRC then sends them a notice to file, obliging them to file a tax return. The time limits to send that return to HMRC will depend on the method of filing used, online or paper, and when the notice to file is given.

If a taxpayer fails to file a return in response to a notice to file, HMRC may determine to the best of their knowledge the amount of tax due, and unless the taxpayer files their tax return, this 'determination' is treated as if it were a Self Assessment.

Once a tax return is filed, a taxpayer may amend their return at any time within 12 months of the date their return was due to be filed. HMRC may also amend taxpayer returns, to correct any obvious errors or omissions, within 9 months of the return or amendment being made.

Different tax regimes have different procedures and time limits. For VAT, for example, people liable to pay must generally complete and file quarterly tax returns, accounting for and declaring the VAT due. If HMRC believes a taxable person owes further VAT, it may issue assessments for the relevant amount.

Across taxes and duties, current assessment procedures drive a number of required interactions between taxpayers and HMRC which are sometimes complex to navigate. This can create friction and uncertainty, undermining trust and compliance in the process and increasing administrative burdens for both taxpayers and HMRC.

Opportunities for reform

Smarter use of data about taxpayers and their activities could create opportunities to change the way in which assessments are carried out. The roles and responsibilities of the taxpayer, HMRC and third parties may need to evolve as well.

Digital advancements and modernisation (by both HMRC and the wider market), including through HMRC's Making Tax Digital (MTD) programme, should create opportunities to simplify and improve the taxpayer experience. The fundamental benefits of a modern digital

business model are well understood with millions of businesses routinely securing orders, banking, paying invoices, and discharging their legal and regulatory obligations online. Ensuring they can seamlessly interact with HMRC is a logical progression, which will enable them to spend less time on tax and more on their core business activities. The Government has recently consulted on the design of [MTD for Corporation Tax](#), building on the foundations for VAT and Income Tax as part of the next stages of the rollout of MTD.

The greater use of digitisation will provide further opportunities for estimating liabilities and processing tax reliefs in real time. The tax framework should complement and enable these changes to make the most of these advancements and ensure the benefits from tax modernisation are felt by both taxpayers and agents, as well as HMRC.

In October 2020, the Office of Tax Simplification published a report on [opportunities to simplify administrative processes around claims and elections](#) (any situation in which a taxpayer must request, claim, apply for, elect or make a nomination of some kind). A single, digital tax account could provide opportunities to make it as simple as possible for taxpayers to claim the relief to which they are entitled. HMRC is considering all of the recommendations in this report, with the ambition that the tax administration framework will have the flexibility to support any future simplification in this area.

There are opportunities to harmonise the ways in which different taxes are assessed, making them clearer and more transparent for taxpayers. The current framework contains a large and varied range of time limits that taxpayers and HMRC must comply with, and different assessing processes. Consistent approaches between different regimes could make it simpler for taxpayers to understand what they are required to do and how and when to do it. There are opportunities, in particular, for broad changes to simplify and harmonise tax filing and calculation processes within ITSA, which could include changes to the role of accounting and basis periods.

Box 4.1: Basis Periods – Example of a simplification opportunity

- Basis periods, the way in which profits are allocated to a tax year for the purposes of calculating the trading income, could be an opportunity for simplification of the current tax filing and calculation process for Income Tax.
- Self-employed taxpayers currently allocate trading income to tax years using basis period rules. Normally, trading income for a tax year is based on the profits for a period of accounts ending in that tax year. This leads to complexities for businesses that do not draw up their accounts to 5 April or 31 March each year. Some profits are taxed twice, which adds an additional layer of complexity by introducing the need for overlap relief.
- A possible opportunity to simplify this would be to tax trading income for a tax year based on the income arising in that tax year. This would align trading income with other types of income, and could help facilitate future modernisations of Income Tax.

Question 10 What key issues relating to the way a tax liability is established arise within the existing legislative provisions?

Question 11 What benefits of the current legislation should be preserved?

- Question 12** What likely changes and developments will the framework need to handle? What are the key priorities for framework reform in the area of calculating and assessing tax liabilities?
- Question 13** How could tax return obligations and processes be updated? What should a 'tax return' look like in a digital tax system?
- Question 14** How could HMRC better establish tax liability in future, to help build trust in a tax system that people see as fair and even-handed?

5. Using data and information to make tax compliance effortless for the majority

Information is at the heart of the Government's long-term strategy for tax administration. Smarter use of data sources and taxpayer information would enhance the tax administration framework processes described in this document, enabling better services and improving taxpayer and agent experiences when interacting with HMRC.

Current approach

HMRC's current information provisions (in addition to the data collected as a result of other tax administration processes) include:

- information and inspection powers to check the tax position of taxpayers, including Schedule 36 Finance Act (FA) 2008 which allows HMRC to gather information and inspect businesses premises, assets and documents
- third-party data-gathering powers, for example Schedule 23 FA 2011, used to target compliance activity by comparing third-party data with data that HMRC already holds
- record-keeping rules, for example Section 12B Taxes Management Act 1970 for Income Tax and Capital Gains Tax. Other provisions in legislation also cover PAYE, Corporation Tax, VAT and other taxes and duties.

HMRC currently shares data with other countries through a variety of international agreements, Tax Information Agreements and Multilateral Instruments. There are restrictions on the use of the data depending on the international agreement. HMRC also has over 250 legal gateways for information sharing with other Government departments and agencies. Disclosure of information must be necessary, relevant and proportionate.

As outlined in the Government's 10-year tax administration strategy, limitations of existing data introduced additional challenges in deploying Government schemes to support taxpayers affected by the impacts of COVID-19. Better use of data from taxpayers and third parties could also inform the design of targeted taxes and tax reliefs in future, creating a more resilient and responsive tax system.

Opportunities for reform

HMRC needs to keep up to date with the demands of a modern, digital tax system and principles of data management. Making better use of a broader set of data sources (from within Government and outside) would enable HMRC to build a richer picture of taxpayers' circumstances and obligations, mindful of HMRC's confidentiality obligations as we look to utilise shared data. This would provide opportunities to simplify the taxpayer and agent experience. This richer picture from wider Government data could be used to aid registration and verification processes, reducing opportunities for non-compliance. Box 5.1 summarises some of the opportunities from better use of data and information.

Box 5.1: Opportunities from better use of data and information

The following areas have been identified as key opportunities to build trust and modernisation into the way that information and data is used:

- **simplification:** providing a logical approach for taxpayers to meet administrative obligations. This includes HMRC asking for information at the right time and seeking information only once (reducing the need for people to supply data where HMRC already holds it, or can verify itself), whilst allowing taxpayers to correct inaccuracies, reducing the scope for error and improving the taxpayer experience
- **harmonisation:** supporting transparency, fairness and trust in the tax system by harmonising legislation where appropriate (such as record-keeping requirements), enabling proportionality and flexibility, in the taxpayer's interest, with any future legislative changes
- **co-operation:** if third parties are to play a bigger role in providing HMRC with data, HMRC must have confidence that the data is accurate and credible to strengthen trust
- **support:** provision of real-time support to taxpayers within HMRC's modern, digital services tailored to circumstances and history; and supporting real-time information from multiple sources.

Any future reform should draw on the lessons from previous work in this area, as well as reviews under way. For example, the Office of Tax Simplification is [reviewing third party data](#) in the context of the Government's 10-year strategy, and previously considered the potential for third party data [in relation to self-employment and rental income](#).

Greater use of real-time information could help to improve the experience for taxpayers and agents. It could promote a more transparent approach to tax administration, with opportunities for taxpayers to access and view data that HMRC holds in relation to them, and the ability to challenge information provided by others, if necessary.

Real-time information could also support fairness in the tax system by identifying potential non-compliance and reducing opportunities for error. The ability to construct a more comprehensive view of taxpayers and their activities could allow HMRC to deliver more proactive, targeted support and guidance to help people through the tax system and respond to changes in circumstances, strengthening trust in the tax system and making it easier for taxpayers to get tax right. New obligations, safeguards and legislation may be required in order to do this.

There may be opportunities to simplify the ways in which HMRC requests data from third-parties, rather than relying on year-on-year information requests. This could help to reduce administrative burdens for third-parties providing that data, and for HMRC.

A trusted, modern tax administration framework should consider:

- the evolving roles and responsibilities of HMRC, taxpayers and third parties, as data becomes even more important in tax administration, and how the framework can

support them. This includes managing accountability and responsibility between HMRC, taxpayers and agents, and ensuring there are adequate safeguards

- building a set of principles to govern HMRC's collection, use and onward transmission, or sharing, of taxpayer data, including associated confidentiality and data protection obligations, which would strengthen trust and accountability
- setting standards for the quality and formatting of data received from taxpayers and third parties, so that HMRC can effectively process, use and match the data quickly and accurately. This includes a more consistent approach across taxes for the supply of necessary personal data, such as business addresses, national insurance number or unique identifier number
- how HMRC is able to request data from relevant data sources including Other Government Departments with the aim of being able to provide taxpayers with a joined-up service and confidence in its accuracy and reliability.

Question 15 What key issues do the current legislative provisions relating to the provision and use of data and information present?

Question 16 What benefits of the current legislation should be preserved?

Question 17 What likely changes and developments will the framework need to handle? What are the key priorities for framework reform in the area of data and information?

Question 18 What principles should govern HMRC's collection, use and onward transmission/sharing of taxpayer data?

Question 19 What additional safeguards would be needed for taxpayers and third parties if the role of third parties/intermediaries was expanded?

6. Tax payments and repayments

Current approach

The existing tax framework covers various obligations, processes and timelines that determine when and how tax is paid to HMRC and when HMRC makes payments or repayments.

In order to open a wider conversation on the appropriate timings and frequency for paying different taxes, the Government is publishing a separate call for evidence on Timely Payment alongside this one.

The tax administration framework call for evidence is an opportunity to consider broader payment issues, including further ways to improve the experience for taxpayers.

There is considerable variation in the obligations, processes, time limits and frequency of required payments in relation to different regimes. This variation also extends to the treatment of different taxpayer groups, business/industry sectors and schemes, which could be seen as having an impact on fairness.

The level of variation adds complexity to the tax system. As a result, people with more than one source of income, and those who move between taxpayer groups or sectors, can find it difficult to establish how and when they need to pay tax. Some of the different payment processes and timelines are set out in Box 6.1, below.

Box 6.1: Examples of payment processes

Examples of the different payment processes and timelines include:

- Income Tax Self-Assessment (ITSA) payment must be made by 31 January in the year following the end of the tax year (from 6 April to 5 April). Those who are liable to pay tax of more than £1,000 must also make advance tax payments on account every year. Each advance payment is based on half their previous year's tax bill. The first payment on account is due on 31 January and the second payment on 31 July
- the majority of UK companies are required to pay Corporation Tax 9 months and one day after the end of their accounting period. Larger companies (generally those with profits exceeding £1.5 million) must pay their liability in advance via Quarterly Instalment Payments (QIPs)
- most businesses pay VAT quarterly and are usually required to pay within one calendar month and 7 days of the end of their quarterly accounting period. Those with an estimated taxable turnover of up to £1.35 million can instead pay under the Annual Accounting Scheme, where they submit one tax return a year but must make advance payments towards their tax bill on either a quarterly or monthly basis. Large VAT payers (over £2.3 million), making quarterly returns, are required to make payments on account on the last working day of the second and third months of every VAT quarter. Alternatively, large VAT payers can make monthly VAT returns and payments

- Beer Duty must be paid by the 25th of the month following the calendar month in which it passes the duty point, such as when it is removed from registered premises. Businesses are sometimes required to provide security, in the form of a guarantee from a financial institution, to safeguard the duty.

There is similar variation in the repayment requirements. Some repayments can be claimed on a return but there is a wide range of forms and processes that must be used for different taxes and situations.

Opportunities for reform

A reformed tax system should:

- be as simple as possible, minimising the number of different systems, processes and timeframes involved, all of which hinder a straightforward taxpayer journey and make it harder for HMRC to administer taxes and duties
- ensure that taxpayers can meet their obligations and claim any refunds to which they are entitled, fostering both trust and transparency. Taxpayers often find it difficult to establish which reliefs and repayments they can claim and are increasingly relying on High Volume Repayment Agents to make claims on their behalf
- address timing differences such as due dates and year ends that may influence risky behaviours, whereby some tax payments are prioritised over others because of perceived timing advantages. Introducing more alignment across regimes could potentially improve compliance and help to build trust in the tax system by ensuring it remains fair and even-handed
- support those who are self-employed, provide services in the gig economy and are paid per job, such as per delivery, to ensure the tax system fits into the way they work and live their lives. Although their tax affairs are generally more complex than those of a typical PAYE employee, their activities and tax position are different to those of the self-employed population for whom the ITSA system was originally designed
- enable both taxpayers and HMRC to see the overall tax balance for an individual or entity (such as a business). Currently, those with multiple tax liabilities have to log on to different portals for each tax. It would reduce the scope for error and ease administrative burdens if they could obtain a single view of payments made and amounts that are due
- include future changes to HMRC systems to enable timely collection of information, bringing it together to create a clearer view of the taxpayer and their overall payments position. This could help HMRC make quicker payments to those who are entitled and carry out earlier intervention to prevent fraudulent activity.

Question 20 What key issues do the current legislative provisions relating to payments present?

Question 21 Are there any particular benefits of the current legislation that should be preserved?

- Question 22** What benefits could a single/reduced set of payment rules, applied across the taxes, bring?
- Question 23** What likely changes and developments will the framework need to handle?
What are the key priorities for framework reform in relation to payments?

7. Building in effective methods of verification, sanctions and safeguards to promote compliance

Current approach

HMRC has a vital purpose to collect the money that pays for the UK's public services and pay out financial support to people who need it. HMRC consistently aims to design compliance into its systems, products and processes to support taxpayers to get their tax right, make it hard to get things wrong and deter deliberate non-compliance.

Part of that purpose is to take targeted action to tackle avoidance, evasion and criminal activity. HMRC has powers, approved by Parliament, to enable it to address non-compliance, tackle the tax gap (the difference between tax that should be paid and what is actually paid) and ensure that businesses and individuals are treated fairly.

Public trust is essential to a healthy and effective tax system. Taxpayers must be able to trust that HMRC will act fairly, proportionately and consistently to ensure that everyone pays the correct tax. HMRC's operational checks and balances will need to continue to complement the statutory safeguards to ensure powers are exercised appropriately.

The tax administration framework sets out a range of potential consequences for those who fail to comply with an obligation or requirement. These include:

- penalties
- non-financial civil sanctions (including publication of details and additional monitoring)
- withdrawal of approval for certain schemes
- criminal sanctions
- direct recovery of debt
- seeking securities.

HMRC also has a number of ways, such as through its enquiry powers, to determine whether a taxpayer has got their tax right and complied with an obligation.

A range of safeguards for taxpayers are built into the current tax administration and criminal justice framework, aimed at ensuring proportionate and fair outcomes that take into account different taxpayer circumstances. These include, in specific circumstances, the right to request a statutory review, the right to appeal to an independent tribunal, and the opportunity for taxpayers to refer complaints with their case to the independent Adjudicator's Office.

To build public trust in the tax administration system, the Financial Secretary to the Treasury set out a series of actions in a [Written Ministerial Statement](#) (WMS) published on 22 July 2019. HMRC have now delivered on all but one of the commitments contained in the WMS of 22 July 2019, and have made significant progress in relation to the outstanding one relating

to taxpayer experience (outlined in a [Written Ministerial Statement](#) published on 4 February 2021). One of the key commitments in the WMS was for HMRC to work with taxpayer representative bodies on evaluating the implementation of powers and safeguards introduced since 2012. HMRC published their [evaluation report](#) on 4 February 2021.

HMRC is working to reform tax administration penalties, to provide greater consistency, fairness and certainty in the tax system. Consultations have been carried out on changes to late payment and late submission penalties. Following consultation, the Government announced at the Spring 2021 Budget [a new late payment and late submission penalty regime, as well as interest harmonisation](#), which will be applied to VAT and ITSA. The reform introduces a common approach, making it easier for taxpayers to comply with their submission and payment obligations. It introduces a points-based penalty regime for regular tax return submissions which will penalise the small minority who persistently miss filing and payment deadlines, while being more lenient on those who make the occasional slip-up.

HMRC is also working with organisations, including the Office of Tax Simplification, to consider the efficiency and effectiveness of statutory reviews.

Opportunities for reform

Navigating through and understanding HMRC's powers and associated safeguards can sometimes prove to be time consuming for taxpayers and HMRC, increasing burdens and eroding trust in the process.

There is room to improve the process for resolving tax disputes, with potential lessons to be learned from international examples. For example, the 'enquiry' process in the UK is relatively unique and does not promote the early resolution of issues.

Any future reform to the tax administration framework, including those discussed in the previous chapters in this call for evidence, may also need to be accompanied by new or updated safeguards.

This review offers the opportunity to identify and review any weaknesses in the current framework and ensure the demands of a trusted, modern, digital tax system are complemented by appropriate new safeguards to underpin that trust and fairness. This also means considering whether the current system strikes the right balance between providing HMRC with the discretion to handle individual cases in a way that takes account of taxpayers' circumstances, while maintaining appropriate consistency and fairness between taxpayers or groups of taxpayers.

This review will consider the following issues, to ensure that they reflect the requirements of a trusted, modern tax administration system:

- where accountability lies for the completeness and accuracy of data (for example where third-party information is provided or pre-populated) and build in the appropriate sanctions and safeguards
- whether there are opportunities to further harmonise aspects of HMRC powers, sanctions and taxpayer safeguards, building on, for example, the penalty reform work
- whether strengthened and clearer safeguards are required for taxpayers who need extra support, building on HMRC's evaluation of the implementation of powers introduced since 2012 against the powers and safeguards principles

- which proportionate sanctions and safeguards are necessary for a modern, digital, real-time tax system.

- Question 24** What key issues do the current legislative provisions relating to powers, sanctions and safeguards present?
- Question 25** What benefits of the current legislation should be preserved?
- Question 26** What likely changes and developments will the framework need to handle? What are the key priorities for framework reform to support taxpayers to get their tax right and deter non-compliance?
- Question 27** What principles should govern HMRC powers, sanctions, and safeguards, to build trust in the tax system?
- Question 28** How should the framework maintain consistency and fairness between taxpayers and groups of taxpayers, while also providing HMRC with appropriate discretion to enable them to take account of individual taxpayers' circumstances and wider concepts of fairness?

8. Further suggestions

HMRC is interested in hearing other ideas from a wide range of taxpayers for how the tax system could be reformed to create a trusted, modern tax administration system. We would welcome any further views on how the legislation underpinning HMRC's administration of the tax system could be updated to provide a better experience for taxpayers and organisations, enable further opportunities to reduce the tax gap, and help build greater resilience and responsiveness to future crises.

Question 29 Are there any further suggestions that you have for how the Tax Administration Framework could be reformed?

9. Summary of consultation questions

Chapter 2: Reviewing the tax administration framework

Q1. Are there reforms which HMRC should focus on for the framework review? Which changes should we prioritise to drive improvements in the taxpayer experience?

Q2. Where is the tax administration framework creating challenges to the trust that taxpayers place in the tax system and HMRC's administration of it? How could the framework be reformed to address these challenges?

Q3. Do you agree that these are the right overarching objectives to guide this review or do you believe there are others it should consider? Do you feel that some of these objectives are more important than others?

Q4. How could the review ensure the best coverage of viewpoints and expertise from those who depend upon the tax administration framework? Are there particular models of consultation engagement or collaboration that could work well?

Q5. Are there other international examples or models of tax administration that could inform this review of the UK's tax administration framework?

Chapter 3: Ensuring consistent obligations for people to enter and exit the tax system

Q6. What are the key challenges with the current legislative provisions relating to the identification and registration of taxpayers?

Q7. What benefits of the current legislation should be preserved?

Q8. What likely changes and developments will the framework need to handle? What are the key priorities for framework reform in the area of identification and registration of taxpayers?

Q9. Are the current approaches to the timing of registration still appropriate, or are there opportunities for reform?

Chapter 4: Improving the way tax liabilities are calculated and assessed

Q10. What key issues relating to the way tax liability is established arise within the existing legislative provisions?

Q11. What benefits of the current legislation should be preserved?

Q12. What likely changes and developments will the framework need to handle? What are the key priorities for framework reform in the area of calculating and assessing tax liabilities?

Q13. How could tax return obligations and processes be updated? What should a 'tax return' look like in a digital tax system?

Q14. How could HMRC better establish tax liability in future, to help build trust in a tax system that people see as fair and even-handed?

Chapter 5: Using data and information to make tax compliance effortless for the majority

Q15. What key issues do the current legislative provisions relating to the provision and use of data and information present?

Q16. What benefits of the current legislation should be preserved?

Q17. What likely changes and developments will the framework need to handle? What are the key priorities for framework reform in the area of data and information?

Q18. What principles should govern HMRC's collection, use and onward transmission/sharing of taxpayer data?

Q19. What additional safeguards would be needed for taxpayers and third parties if the role of third parties/intermediaries was expanded?

Chapter 6: Tax payments and repayments

Q20. What key issues do the current legislative provisions relating to payments present?

Q21. Are there any particular benefits of the current legislation that should be preserved?

Q22. What benefits could a single/reduced set of payment rules, applied across the taxes, bring?

Q23. What likely changes and developments will the framework need to handle? What are the key priorities for framework reform in relation to payments?

Chapter 7: Building in effective methods of verification, sanctions and safeguards to promote compliance

Q24. What key issues do the current legislative provisions relating to powers, sanctions and safeguards present?

Q25. What benefits of the current legislation should be preserved?

Q26. What likely changes and developments will the framework need to handle? What are the key priorities for framework reform to support taxpayers to get their tax right and deter non-compliance?

Q27. What principles should govern HMRC powers, sanctions, and safeguards, to build trust in the tax system?

Q28. How should the framework maintain consistency and fairness between taxpayers and groups of taxpayers, while also providing HMRC with appropriate discretion to enable them to take account of individual taxpayers' circumstances and wider concepts of fairness?

Chapter 8: Further Suggestions

Q29. Are there any further suggestions that you have for how the Tax Administration Framework could be reformed?

10. Assessment of impacts

Summary of impacts

Year	2019 -20	2020 -21	2021 -22	2022 -23	2023 - 2024
Exchequer impact (£m)	Nil	Nil	Nil	Nil	Nil

Impacts	Comment
Economic impact	This measure is not expected to have significant economic impacts.
Impact on individuals, households and families	This call for evidence discusses how long-term reform of the tax administration framework has the potential to improve the taxpayer experience but does not propose specific measures at this time. This measure therefore has no direct impact on individuals at present. Any future impacts on individuals will be fully examined and detailed. The measure is not expected to impact on family formation, stability or breakdown.
Equalities impacts	This submission has no impact on groups sharing protected characteristics. The Government will, however, consider any issues raised as part of any future consultations leading from this review.
Impact on businesses and Civil Society Organisations	This call for evidence discusses how long-term reform of the tax administration framework has the potential to improve the taxpayer experience but does not propose specific measures at this time. This measure therefore has no direct impact on businesses or civil society organisations at present. Any future impacts on businesses or civil society organisations will be fully examined and detailed.
Impact on HMRC or other public sector delivery organisations	There are no financial consequences for HMRC linked with this call for evidence. A further assessment will be made as part of any future consultations that take place, following this call for evidence. Any future policies taken forward which affect the tax administration framework, subsequent to this call for evidence, could have longer-term impacts on the tribunal and courts system. The Government will assess those impacts as part of any future consultations on specific changes.

Other impacts	No other impacts have been identified.
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11. The consultation process

This consultation is being conducted in line with the Tax Consultation Framework. There are 5 stages to tax policy development:

- Stage 1 Setting out objectives and identifying options.
- Stage 2 Determining the best option and developing a framework for implementation including detailed policy design.
- Stage 3 Drafting legislation to effect the proposed change.
- Stage 4 Implementing and monitoring the change.
- Stage 5 Reviewing and evaluating the change.

This consultation is taking place during stage 1 of the process. The purpose of the consultation is to seek views on the policy design and any suitable possible alternatives, before consulting later on a specific proposal for reform.

How to respond

A summary of the questions in this consultation is included at chapter 9.

Responses should be sent by 13 July 2021, by email to adminframeworkreview@hmrc.gov.uk

Please do not send consultation responses to the Consultation Coordinator.

Paper copies of this document or copies in Welsh and alternative formats (large print, audio and Braille) may be obtained free of charge from the above address. This document can also be accessed from [HMRC's GOV.UK pages](#). All responses will be acknowledged, but it will not be possible to give substantive replies to individual representations.

When responding please say if you are a business, individual or representative body. In the case of representative bodies please provide information on the number and nature of people you represent.

Confidentiality

HMRC is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information about you in accordance with data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (DPA) 2018.

Information provided in response to this consultation, including personal information, may be published or disclosed in accordance with the access to information regimes. These are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 2018, UK General Data Protection Regulation (UK GDPR) and the Environmental Information

Regulations 2004.

If you want the information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals with, amongst other things, obligations of confidence. In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on HM Revenue and Customs.

Consultation Privacy Notice

This notice sets out how we will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation.

Your data

We will process the following personal data:

Name
Email address
Postal address
Phone number
Job title

Purpose

The purpose(s) for which we are processing your personal data is: Tax Administration Framework Review Call for Evidence.

Legal basis of processing

The legal basis for processing your personal data is that the processing is necessary for the exercise of a function of a government department.

Recipients

Your personal data may be shared by us with HM Treasury as part of the tax policy-making process.

Retention

Your personal data will be kept by us for six years and will then be deleted.

Your rights

- You have the right to request information about how your personal data are processed, and to request a copy of that personal data.
- You have the right to request that any inaccuracies in your personal data are rectified without delay.
- You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.
- You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.
- You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

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

Contact details

The data controller for your personal data is HM Revenue and Customs. The contact details for the data controller are:

HMRC
100 Parliament Street
Westminster
London SW1A 2BQ

The contact details for HMRC's Data Protection Officer are:

The Data Protection Officer
HM Revenue and Customs
14 Westfield Avenue
Stratford, London E20 1HZ
advice.dpa@hmrc.gov.uk

Consultation principles

This call for evidence is being run in accordance with the government's Consultation Principles.

The Consultation Principles are available on the Cabinet Office website: [Consultation Principles Guidance](#)

If you have any comments or complaints about the consultation process, please contact the Consultation Coordinator using the following link:

[Submit a comment or complaint about HMRC consultations](#)

Please do not send responses to the consultation to this link.