

# Privacy notice

South Derbyshire District Council

Date: May 2018

## Contents

1.0 Who we are.....	3
2.0 How do we collect information from you? .....	3
3.0 What types of information do we collect from you? .....	3
4.0 How is your information used?.....	3
<b>4.1. Visitors to our website</b> .....	5
5.0 Who has access to your information? .....	5
<b>5.1 Marketing data</b> .....	5
<b>5.2 Our delivery partners</b> .....	6
6.0 Research and statistics .....	6
7.0 How to withdraw consent .....	6
8.0 What are your rights in relation to personal data we process? .....	6
9.0 How long will we keep your information for? .....	6
10.0 What precautions are in place to protect the loss, misuse or alteration of your information? .....	7
11.0 Keeping your data up to date .....	7
12.0 Under 13s .....	7
13.0 Where can I get advice and more information? .....	7

*This privacy notice will be kept under regular review to ensure it remains fit for purpose.*

## 1.0 Who we are

South Derbyshire District Council is registered as a data controller with the Information Commissioner's Office.

Our address is Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.

South Derbyshire District Council is committed to protecting your privacy when you use our services. This privacy notice tells you what to expect when the Council collects personal information. It also explains when and why we collect this information, how we use it, the conditions under which we may disclose it to others, how we keep it secure and what rights you have in relation to the data we hold about you.

## 2.0 How do we collect information from you?

We collect information from you when you fill in any forms on our website [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk) or associated customer portals, when you contact us in writing, speak to us on the phone or face to face or communicate with us by email or any other type of electronic communication.

## 3.0 What types of information do we collect from you?

We collect different sorts of information about you, depending on the service you want from us and/or the reason why we need to process information about you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out by law.

To learn more about the types of information collected by specific services, please visit the [Privacy notices](#) section on our website.

## 4.0 How is your information used?

This privacy notice tells you what to expect when South Derbyshire District Council collects personal data/information.

Personal data is your name plus other information about you such as your home address, email address, telephone number and additional personal details.

The Council uses information about individuals to carry out specific functions that we are legally responsible for. This privacy notice applies to information we collect about:

- People who use regulatory/statutory services we are obliged to provide e.g. Planning, Environmental Health, Licensing, electoral registration, bin collections etc.
- People who choose to use our services e.g. signing up to receive information alerts etc.
- Those who wish to make a complaint about a Council service.
- Those who make requests for information under data protection and Freedom of Information.

- People who apply to join the Council's housing register or who apply for help because they are homeless.
- People whose image is captured by Council owned CCTV or through photography or through the use of voice recording systems.
- Job applicants and our current and former employees.
- Current and former Elected Members.
- Visitors to our website.

In many instances the Council has a legal basis to process your personal data, such as payment of Council Tax or registration of electors.

However, some services are non-regulatory and people may choose to receive such services from us. I.e. pest control or leisure activities.

One of our core functions is to safeguard and manage your personal data to ensure it is held safely and securely so we protect your personal identity at all times.

Personal data may be captured by us when you:

- Complete an application form for one of our services.
- Send us a letter, fax or an email.
- Telephone our offices.
- Call into one of the Council buildings and speak to one of our staff.
- Attend an interview.
- Attend public meetings run by us.
- Register to use electronic communications.
- Submit information online or through creating an online account.

Personal data about you may also be provided through one of our partners or other third parties who have authority, or have asked your permission to transfer your data to us.

Some data that we collect about you may be sensitive, for instance information about your health or disability or about your religious belief. We will only ask for this data if there is a legitimate need for us to have such information to deliver services to you. Occasionally the Council may collect equal opportunities monitoring information, for example as part of recruitment of staff or monitoring usage of specific services. Such data will be kept anonymous and separate from customer/employee records.

For certain services we are required to collect financial/banking data to enable us to either make a payment to you or to take payment for services we provide. This data will be kept secure at all times and will be subject to additional security procedures.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

## 4.1. Visitors to our website

When someone visits our website <http://www.south-derbys.gov.uk>, we use a third party service called Google Analytics to collect standard internet log information and details of visitor behaviour patterns. This process does not identify individuals. If we do want to collect information about you via our website, such as through on-line forms, we will make it clear to you and explain what we intend to do with the data.

For further information on website privacy and the use of cookies see <https://www.south-derbys.gov.uk/about-us/data-privacy-and-cookies/cookies>.

## 5.0 Who has access to your information?

In general, the Council will not share your personal data without your consent. However, it is required to share some data with other local authorities and Government bodies/agencies or other third parties. This will only be done in line with the Data Protection Act 2018.

The following is an example:

- Data matching purposes to prevent and detect fraud and corruption.

The Council will inform you at the point of collection if your data will be shared routinely with other bodies that have a right to that data.

The Council does not routinely share your data amongst its various departments without your prior knowledge and consent. This is because personal data is provided for specific purposes and not for use across the whole Council or its partners. If we feel it will be of value to share data with another department we will explain this to you.

Occasionally we will be required under law to share personal data with other organisations such as the Inland Revenue, Police, courts etc. We may also have to share information with our insurers and their associated solicitors should you make a claim against the Council.

Any information being shared will be transferred in a secure manner with appropriate audit trails in place.

A number of information sharing agreements are also in place that allow data to be shared amongst named organisations. You will be informed about any such agreements when you provide your data to us. Some agreements though are for the purpose of the detection and prevention of crime or emergency aid or child protection. In these circumstances you may not be notified that sharing will take place.

## 5.1 Marketing data

The Council will not use your personal data to market services to you unless you have given your explicit consent to receive such information.

With the exception of the Register of Electors we will never sell your personal data to others. The Council is required to make the Register of Electors available for sale to certain groups of people.

If you have given the Council permission to send you details of services via email or text message you have a right to ask the Council to stop sending information in this way.

## 5.2 Our delivery partners

South Derbyshire District Council has a number of partners who deliver services on our behalf. Partners that can access and process personal data are classed as third party processors. All partners and sub-contractors handling personal data must meet high standards of security.

## 6.0 Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes relevant and compatible with the purpose that the data was collected for.

## 7.0 How to withdraw consent

The Data Protection Act gives individuals a right to withdraw consent to the processing of personal data. This does not however apply to regulatory services that we have a legal obligation to provide or when we are fulfilling a contract to deliver a service to you. Consent can only be withdrawn for services that you have chosen to subscribe to such as electronic newsletters, online consultation exercises, promotional emails etc. We will process consent withdrawal requests as soon as we are physically able to do so.

## 8.0 What are your rights in relation to personal data we process?

**Access:** You can request copies of any of your personal information held by the Council.

**Rectification:** You can ask us to correct any incorrect information.

**Deletion:** You can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

**Portability:** You can ask us to transfer your personal data to different services or to you.

**Right to object or restrict processing:** You have the right to object to how your data is being used and how it is going to be used in the future.

For further information, please visit the [Data Protection Act 2018](#) section of our website.

## 9.0 How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule. Information about this can be found at <https://www.south->

[derbys.gov.uk/assets/attach/4952/Document%20Retention%20Schedule.pdf](http://derbys.gov.uk/assets/attach/4952/Document%20Retention%20Schedule.pdf) and will comply with the Data Protection Act 2018.

## 10.0 What precautions are in place to protect the loss, misuse or alteration of your information?

Your personal data will be stored electronically or in hard copy files as appropriate. The Council uses a variety of different systems to process and store personal data. We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

## 11.0 Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

## 12.0 Under 13s

If you are aged 13 or under, please get your parent/guardian's permission whenever you provide us with personal information.

## 13.0 Where can I get advice and more information?

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to information we hold about you. If you have any worries, questions, or complaints about how your personal information is handled, please contact our Data Protection Officer by emailing [dataprotectionofficer@south-derbys.gov.uk](mailto:dataprotectionofficer@south-derbys.gov.uk) or by telephoning 01283 595795.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate number).

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk).

Further guidance on the use of personal information can be found at [www.ico.org.uk](http://www.ico.org.uk).