

Halton Borough Council

Privacy Notice

Halton Borough Council is registered as a 'data controller' under the Data Protection Act as we collect and process personal information about you. The information we collect is used in accordance with the Data Protection Act 1998 and other relevant legislation.

We process and hold information in order to provide public services. This notice explains how we use and share your information. Information may be collected on paper or online form, by telephone, email, CCTV or by a member of our staff.

Why do we collect information about you?

We may need to collect and hold information about you, in order to:

- Deliver public services including all statutory services.
- Enable other organisations to carry out their statutory services.
- Confirm your identity to provide some services.
- Contact you by post, email or telephone.
- Understand your needs to provide the services that you request.
- Understand what we can do for you and inform you of other relevant services and benefits.
- Obtain your opinion about our services.
- Update your customer record.
- Help us to build up a picture of how we are performing at delivering services to you and what services the people of Halton Borough need.
- Prevent and detect fraud and corruption in the use of public funds.
- Allow us to undertake statutory functions efficiently and effectively.
- Allow us to submit data as required to national central public bodies i.e. DfE, HMRC, HSE.
- Fulfil its public health function by processing health and other relevant data, including sensitive classes of information on births and deaths
- Make sure we meet our statutory obligations including those related to diversity and equalities, and
- otherwise where the conditions in Schedules 2 and 3 to the Data Protection Act 1998 apply

We may not be able to provide you with a product or service unless we have enough information, or your permission to use that information.

Things you can do to help us -

- Help us to make sure that we have identified you correctly by letting us know when you change address or name.
- Tell us if any of your information we hold is wrong.

- Permit us to share as much information about you as we need to.

How we use your information

We will use the information you provide in a manner that conforms to the Data Protection Act. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

We may process your information for the following purposes:

- For the service you requested, and to monitor and improve the Council's performance in responding to your request.
- To allow us to be able to communicate and provide services and benefits appropriate to your needs.
- To ensure that we meet our legal obligations.
- Where necessary for law enforcement functions.
- To prevent and detect fraud or crime.
- To process financial transactions including grants, payments and benefits involving the council, or where we are acting on behalf of other government bodies, e.g. Department for Work and Pensions.
- Where necessary to protect individuals from harm or injury.
- To allow the statistical analysis of data so we can plan the provision of services.
- Where the conditions in Schedules 2 and 3 to the Data Protection Act 1998 apply

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or in connection with a legal function.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk. You will be told about this.

We only transfer your information overseas in individual cases and when required.

Information sharing

We may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely, and use them only to fulfil your request. If we need to pass your sensitive or confidential information onto a third party, we will only do so once we have obtained your consent, unless we are legally required to do so.

We may disclose information to other partners of the council where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

Where we need to disclose sensitive or confidential information to other partners of the council, we will do so only with your prior explicit consent or where we are legally required to.

We may disclose information when necessary to prevent risk of harm to an individual.

At no time will your information be passed to organisations external to Halton Borough Council for marketing or sales purposes or for any commercial use without your prior express consent.

Improving customer records

We are working to make our record keeping more efficient and to be able to provide relevant services more quickly across Halton Borough Council.

Your basic customer record typically comprises your name, address, date of birth, gender, contact details (telephone/email), information which can be used to confirm your identity, a brief summary of your contact with the Council, an indicator of the services used, and a unique reference number. This will not contain extensive details of the services you have received. However, this will also act as an index to other council systems, and be able to feed information into them so you can tell us once of changes to your address and contact information.

Detect and prevent fraud or crime

Halton Borough Council is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of fraud. We may also share this information with other bodies that are responsible for auditing or administering public funds including the Department for Work and Pensions, and other local authorities, HM Revenue and Customs and the Police.

In addition to undertaking our own data matching to identify errors and potential frauds, we are required by law to take part in national data matching exercises. Data matching involves comparing computer records held by one body against other computer records held by the same or another body to see how far they match. This is usually personal information. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it indicates that there is an inconsistency that requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until an investigation is carried out.

In limited situations we may monitor and record electronic transactions (website, email and telephone conversations). This will only be used to prevent or detect a crime, or investigate or detect the unauthorised use of the telecommunications system and only as permitted by the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000.

Emergency response management

Data matching may also be used to assist the council in responding to emergencies or major accidents, by allowing the council, in conjunction with the emergency services, to identify individuals who may need additional support in the event of e.g. an emergency evacuation.

Telephone calls

Ordinarily we will inform you if we record or monitor any telephone calls you make to us. This will be used, to increase your security, for our record keeping of the transaction and for our staff training purposes.

Emails

If you email us we may keep a record of your contact and your email address and the email for our record keeping of the transaction. For security reasons we will not include any confidential information about you in any email we send to you. We would also suggest that you keep the amount of confidential information you send to us via email to a minimum and use our secure online services or by post.

Using our website

Details about how we deal with information from users of this website are included in our terms and conditions section of this site.

CCTV

We have installed CCTV systems in some of our locations used by members of the public, for the purposes of public/staff safety and crime prevention/detection. In all locations, signs are displayed notifying you that CCTV is in operation and providing details of who to contact for further information about the scheme.

We will only disclose CCTV images to others who intend to use the images for the purposes permitted by the law.

Images captured by CCTV will not be kept for longer than necessary.

You have the right to see CCTV images of yourself and be provided with a copy of the images. To comply with data protection requirements all 3rd party images will be removed.

How we protect your information

Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to protect it against disclosure to anyone who shouldn't see it.

We have a set of information security policies, provide training to staff who handle personal information and may treat it as a disciplinary matter if there is misuse of personal information.

We will not keep your information longer than it is needed.

We will dispose of paper records or delete any electronic personal information in a secure way.

Your rights

You have the right to request that Halton Borough Council stop processing your personal data in relation to any council service. However, if this request is approved this may cause delays or prevent us delivering a service to you. Where possible we will seek to comply with your request but we may need to hold or process information in connection with one or more of the Council's legal functions.

You are legally entitled to request access to any information about you that we hold.

We try to ensure that any information we hold about you is correct. There may be situations where you find the information we hold is no longer accurate and you have the right to ask for this to be corrected.

Please contact the service holding the information or our Halton Direct Link outlets to exercise any of these rights, or if you have a complaint about how your information has been used.

Further information

If you would like to know more please contact us. This notice can be made available in a different format i.e. large print, audio or a language other than English from Halton Borough Council or email: hdl@Halton.gov.uk - or telephone 0303 333 4300

| This Privacy Notice is valid from September 2015 onwards.

***Information Governance Team
Service Improvement, ICT Services***