



Stratford-on-Avon District Council – Full Privacy Notice/Fair Processing Notice (last updated April 2017)

Introduction

Stratford-on-Avon District Council is registered as a 'data controller' under the Data Protection Act 1998 as we collect and process personal information about you (this applies to council staff and members of the public).

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

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1. Why do we collect information about you?

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

- deliver public 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 Stratford-on-Avon District need
- process financial transactions
- prevent and detect fraud and corruption in the use of public funds
- allow us to undertake statutory functions efficiently and effectively
- make sure we meet our statutory obligations including those related to diversity and equalities.

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.

2. How we use your information

We will use the information you provide in a manner that conforms to the Data Protection Act 1998. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

We will 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 and are able to properly exercise our powers
- where necessary for 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 bodies, e.g. Department for Work and Pensions
- to collect monies owed to us
- where necessary to protect individuals from harm or injury
- to allow the statistical analysis of data so we can plan the provision of services
- to allow us to act as an employer

We will pass personal data from one department to another within Stratford-on-Avon District Council, and to our partners, as is set out in this Notice.

We will not pass any personal data on to other third parties except those who process information on our behalf, or as is allowed or required by law. We will, where possible, ensure that sufficient steps have been taken to protect the personal data by the recipient.

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

We may process your information overseas using web services that are hosted outside the European Economic Area, but only with data processing agreements that meet our obligations under the Data Protection Act 1998.

3. Information sharing

We may pass your information to other people and organisations that provide a service. These providers are obliged to keep your details securely, and use them only to deliver the service.

We have joint teams or arrangements with other local authorities, housing associations, charities and private sector partners or contractors, to carry out the purposes set out in the section above headed **How we use your information**. We may pass your information to these partners or contractors, they are obliged to keep your details securely, and use them only for the relevant purpose.

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

4. Improving customer records

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

Your basic customer record 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 customer 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, e.g. so you can tell us once of changes to your address and contact information.

5. Prevention and Detection of Crime or Fraud

We may use any of the information you provide to us for the prevention or detection of crime, the apprehension or prosecution of offenders and the assessment or collection of tax or duty.

We may also share your information with other others to prevent or detect crime, or the apprehension or prosecution of offenders. We may also share your information with others responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud.

This includes the Cabinet Office, the Department for Work and Pensions, other local authorities, HM Revenue and Customs, the Police and those with whom we have an information sharing agreement.

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.

6. 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.

7. 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.

8. 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. We suggest that you keep the amount of confidential information you send to us via email to a minimum.

9. Attending Council Meetings

Public meetings held at the council may be recorded and broadcast to the public or placed on the internet for public viewing. If this is this case this will be made plain to you before the meeting starts either verbally or by a notice in the agenda papers.

10. Using our website

If you are browsing the Stratford-on-Avon District Council website this does not store or capture personal information, but logs a number called your IP address which is automatically recognised by the system.

The system will record personal information if you:

- subscribe to or apply for services that require personal information,
- report a fault and give your contact details for us to respond,
- contact us and leave your details for us to respond.

We employ cookie technology to help log visitors to our web site. A cookie is a string of information that is sent by a web site and stored on your hard drive or temporarily in your computer's memory. The information collected is used for the administration of the server and to improve the service provided by the web site. No personal information is collected this way. You can reject the use of cookies but you may be asked for information again, e.g. to participate in a survey. Further information and how to block cookies see <https://www.stratford.gov.uk/toolkit/cookies.cfm>.

This statement only covers the council web sites maintained by us, and does not cover other web sites linked from our site.

11. CCTV/Surveillance

We have installed CCTV in public places for the purposes of crime prevention and detection and the prosecution of offenders. This is operated in accordance with the Council's CCTV Codes of Practice for Public Space Surveillance and CCTV Strategy which can be viewed here <https://www.stratford.gov.uk/council/cctv-strategy.cfm> or a copy obtained by writing to Karin Stanley, Governance and Community Safety Manager, Stratford-on-Avon District Council, Elizabeth House, Church Street, Stratford-upon-Avon CV37 6HX.

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.

Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

You have the right to see CCTV images of yourself in accordance with current legislation and be provided with a copy of the images.

We operate public space CCTV and disclose in accordance with the codes of practice issued by the Information Commissioner and Home Office.

We have installed CCTV systems in some of our premises used by members of the public, for the purposes of public and staff safety and crime prevention and detection. CCTV is also installed on the outside of some of our buildings, and on some of our land, for the purposes of monitoring building security and crime prevention and detection.

Body Worn Videos (BWV) incorporating audio recording may be used by Council Officers when necessary for operational purposes.

The aim of the BWV technology is to:

- promote the safety of the Officers
- reduce the potential number of confrontational situations experienced by Officers
- reduce potential escalation of incidents
- augment opportunities for evidence capture

There are camera systems in or on some vehicles used by Council staff when carrying out their functions. This is for the purposes of public and staff safety, crime prevention and detection, for the performance of the Council's functions and in accordance with the Data Protection Act 1998.

You have the right to see images/audio recording of yourself in accordance with current legislation and to be provided with a copy of the images.

We will only disclose images and audio in accordance with current legislation. Images and audio will not be released to the media for entertainment purposes. They will not be placed on the internet for public viewing except for recordings of council meetings as explained above.

We operate CCTV and disclose in accordance with the codes of practice issued by the Information Commissioner and the Home Office.

12. 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 make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it.

We have a governance framework that includes a Data Protection Act 1998 Code of Practice and an Information and Security Policy. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. We provide training to staff that handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly.

We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of paper records or delete any electronic personal information in a secure way.

13. Your rights

You have the right to request that Stratford-on-Avon District Council stop processing your personal data in relation to any council service. However, 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 be required to hold or process information to comply with a legal requirement.

You are legally entitled to request access to any information about you that we hold, which may be provided in a number of forms, e.g. by email.

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 have this corrected.

Please contact the service holding the information or our Customer Services Centre to exercise any of these rights, or if you have a complaint about how your information has been used.

14. Further information

We will provide further information of what information is shared with other organisations on data collection forms, privacy or fair processing notices and at: <https://www.stratford.gov.uk>.

If you would like to know more please contact us. Our contact details are available at <https://www.stratford.gov.uk>. You can write to use at Elizabeth House, Church Street, Stratford-upon-Avon, Warwickshire, CV37 6HX, or telephone us on 01789 267575.

This notice can be made available in a different format i.e. large print, audio or a language other than English.

If you require general information about the Data Protection Act 1998, information is available on the Information Commissioner's web site: <http://www.ico.gov.uk>.

15. Changes to this privacy notice

We will periodically review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law. When such changes occur, we will revise the 'last updated' date at the top of this notice and there will be a link to the current version from the homepage at: <https://www.stratford.gov.uk>