

Data requests under the Data Protection Act 2018 Privacy Notice

Why we collect information about you?

The council collects personal information about you in order to process your data request and provide you with a response.

We will also need to process your personal information if you ask us to review the way that we have handled your request or if you make a complaint to the Information Commissioners Office.

We will use your information to verify your identity where required and to contact you by post, email or telephone regarding your request.

What information do we collect about you?

We collect the following information about you:

- Name
- Address
- Date of birth
- Telephone number
- Email address
- Previously known name (where applicable)
- Previously known address (where applicable)
- Identification e.g. passport, driving license etc
- National Insurance Number (where applicable)
- Signature (where authorising an individual or organisation to act on your behalf)

Our legal basis for processing

Processing your personal information is necessary for the performance of a task carried out in the public interest by the council and to ensure compliance with our legal obligations under the Data Protection Act 2018.

Who do we share the information with?

Your information is shared internally with the relevant council department(s) to fulfil your request and provide you with a response.

In some cases we will require to send information to our shared services- Building Control (shared service with Cheltenham Borough Council) and our One Legal Services.

Where you make a complaint to the UK Information Commissioner we are legally obliged to share your information with them.

Is any information transferred to or stored on servers based outside the European Economic Area (EEA)?

We do not transfer any of your personal information outside the European Economic Area (EEA).

How long do we keep your information?

We will keep your information for 1 year from the date the response was sent.

Who do we collect information from?

We collect information either directly from yourself or from a representative acting on your behalf.

What are the consequences if we do not collect the data?

Without obtaining this information we are unable to process your request and provide you with a response.

Are any decisions about you made by automatic means?

No.

Your rights as a data subject

By law, you have a number of rights as a data subject, and this does not take away or reduce these rights.

These rights are:

- Request **access to your personal information** (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request **correction of the personal information** that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request **erasure of your personal information**. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- Request the **restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the **transfer of your personal information** to another party.

All information is processed in accordance with Tewkesbury Borough Council's data protection policy.

If you wish to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the council's Data Protection Officer in writing at dpo@tewkesbury.gov.uk, or via post to:

Tewkesbury Borough Council
Public Services Centre
Gloucester Road
Tewkesbury
GL20 5TT

If you are unhappy or wish to complain about how your personal data is used, you should contact Tewkesbury Borough Council's Data Protection Officer in the first instance via email at dpo@tewkesbury.gov.uk.

If you are still not satisfied, you can complain to the Information Commissioners Office. Their website address is www.ico.org.uk and their postal address is:

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

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.