

General Data Protection Regulation (GDPR)

PRIVACY NOTICE – INSURANCE CLAIMS FOR COMPENSATION

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide. The Council's Data Protection Officer can be contacted on 0151 511 7002 or by email to Jonathan.Greenough@halton.gov.uk

Personal information which you supply to the Council will be used to assist the investigation of your claim and to carry out checks to prevent and detect potential fraud.

Why do you need my information?

We need your information for the following reasons:

- To confirm your identity;
- To administer and investigate your claim for compensation;
- To communicate with you and others in writing, by telephone or by email about matters relating to your claim;
- To register personal injury claims with the Compensation Recovery Unit - Department for Work & Pensions (DWP) in order to offset NHS and benefit charges.

What legal basis allows you to use my information?

The Council has legal bases for processing your data as it has legitimate interests:

- The processing of your personal information is necessary in order to determine liability in regard to your claim;
- It is in the wider public interest that your information is processed for the purposes of detecting, investigating and preventing potential fraud against public funds.

Do I have to provide this information and what will happen if I don't?

If you do not supply this information then the Council will be unable to investigate and progress your claim for compensation.

Who will my information be shared with?

The Council may need to disclose information about you (including personal information) with other parties that need to be involved in your claim. These parties may include, but are not limited to, the following:

- Insurers
- Legal professionals
- Medical experts
- Compensation Recovery Unit - Department for Work & Pensions (DWP)
- Law enforcement and fraud prevention agencies
- Other local authorities (to help prevent, detect and prosecute unlawful acts and fraudulent behaviour)

- Legal costs draftsmen
- Insurance industry databases
- DVLA

How long will you keep this information for and why?

Documents and emails relating to your claim will be kept for seven years from the date your claim is resolved.

Claims data is kept indefinitely for the purposes of detecting, investigating and preventing potential fraud and for trend analysis. Fraud has an impact on all residents of Halton as it increases costs for everyone. The Council may therefore use your personal information to check for signs that a claim might be dishonest (e.g. if someone has behaved dishonestly in the past it may be an indicator that they will do so again in the future).

How will my information be stored?

The Council is committed to protecting the confidentiality and security of the information that you provide and has put in place appropriate technical, physical and organisational security measures to protect against any unauthorised access or damage to, or disclosure or loss of, your information.

Will this information be used to take automated decisions about me?

No

Will my data be transferred abroad and why?

No

What rights do I have when it comes to my data?

Right to be informed – through this Privacy Notice

Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.

Right of access - you have the right under the Data Protection Act 1998 (General Data Protection Regulations 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used download a copy form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to:

Information Governance Service
Halton Borough Council
Service Improvement Division
Municipal Building
Widnes
WA8 7QF

Source of data

As well as data provided by yourself, we may obtain data about you from the following sources:

- Compensation Recovery Unit – Department for Work & Pensions (DWP)
- Other departments within the Council
- Other local authorities
- Insurance industry databases
- Social media websites

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Officer by writing to:

Data Protection Officer
Information Governance Service
Halton Borough Council
Municipal Building
Widnes
WA8 7QF

You also have the right to complain to the Information Commissioner's Office using the following details:

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

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: www.ico.org.uk

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