

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

Why do you need my information?

You have asked to receive one of our free Truecall call-blocking devices to stop unwanted and scam phone calls. We need your personal details and any trusted callers numbers so that we can set the device up to work in your home and allow only your trusted callers through.

You will have signed a consent form in order to receive a Truecall device from us. By accepting a device you have agreed to allow us and Truecall access to the online reports of the usage of that unit, showing the calls made, calls blocked and calls answered and the numbers the calls were made from. The reports allow us to see if the call-blocker is working properly and is effective for you.

What legal basis allows you to use my information?

The legal basis that allows us to process your information is 'Public task' because section 2 of the Local Government Act 2000 which states that every local authority are to have power to do anything which they consider is likely to achieve any one or more of the following objects—

- (a) the promotion or improvement of the economic well-being of their area,
- (b) the promotion or improvement of the social well-being of their area.

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

You do not have to provide us with your personal information but we will not be able to provide you with a call-blocker device if you don't.

Who will my information be shared with?

Only officers from the Trading Standards service will have access to information that can identify you. The online report that Trading Standards and Truecall have access to only identifies the serial number of the device, your personal information does not appear in the online report.

Trading Standards has 11 call-blocker devices that it loans to Halton residents. We may summarise information from all 11 devices to produce a report for councillors, local authority officers and external reports to highlight the effectiveness of the devices in blocking calls. We will only provide information about the percentage of calls blocked and percentage of calls from trusted callers. We will not identify you in any way or provide details of the numbers that have called you.

How long will you keep this information for and why?

We are required to keep your information for a minimum of 7 years after you have told us that you no longer want the Truecall device in line with the Council's Retention Policy and Schedule, after which time your information will be destroyed.

Your information will be stored on a secure web system, which will be accessible by officers of the Trading Standards service and Truecall. Truecall will not have your name or address details and will not be able to identify you from the information they have.

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 to erasure – you have the right to have personal data erased and to prevent processing.

Right to restrict processing – you have the right to block or suppress processing of your data,

Right to object to processing

Right of Access - you have the right under the General Data Protection Regulation 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 of our 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. Or email informationgovernanceservice@halton.gov.uk

Source of data

We have your data because you provided us with it.

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