

Halton Borough Council

Privacy Notice

Halton Borough Council is the data controller for the personal information you provide. The information we collect is used in accordance the Data Protection Act 2018 / General Data Protection Regulation 2018.

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 in person.

Please also refer to service specific privacy notices and the website's Privacy & Terms and Conditions.

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, text or telephone call.
- 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 to 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.

What legal basis allows you to use my information?

We must have a lawful basis for processing your personal data. There are six lawful bases available for processing personal data under the General Data Protection Regulation/Act and which one or more is used will depend on the purpose for processing it and our relationship with you as an individual. For example, we may have a statutory duty under a specific legislation or we may be carrying out our public task as part of our official functions. The six lawful bases for processing personal data are: (1) Consent, (2) Contract, (3) Legal Obligation, (4) Vital Interests, (5) Public Task and (6) Legitimate Interests.

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

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.

How we use your information

We will use the information you provide in a manner that conforms to data protection legislation. We will endeavor 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.

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 either in partnership or on behalf of Halton Borough Council. 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 third parties, 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 legislation, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

Information may be disclosed to the Council's external auditors who conduct statutory audits for the authority. This information will be restricted to what is necessary for the purpose of the audit and retained by the auditor in line with regulations on financial data.

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.

Hybrid Postal and Digital Mail Services

The Council makes use of a GDPR compliant hybrid mail delivery partner who provide a solution for processing and delivering correspondence.

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.

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.

What 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, where consent applies.

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

When you use email to contact us, we will use that email to correspond with you. If you would prefer not to receive correspondence by email, please advise the Council department(s) you are receiving a service from.

Using our website

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

Automated Services

Where services are provided by automated processes, those processes follow the same decision- making logic as is followed by a human agent delivering the same service. In order to facilitate automated service delivery, customer IP addresses are tracked and stored for 6 months on authentication of the user.

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 long will you keep my information for?

We will not keep your information longer than it is needed and in line with the Council's Record Retention Policy and Schedule.

How will you protect and store my information?

Our aim is not to be intrusive, and we will not 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 should not 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 dispose of paper records or delete any electronic personal information in a secure way.

Your information will be stored securely in compliance with data protection within electronic case management systems and secure filing systems. All Council services use the Microsoft Office 365 suite of software which is an online, cloud-based platform. Microsoft's privacy information is available via [Microsoft – Privacy](#) (external website).

Your rights

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.

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 have the right to have personal data erased and to prevent processing, or block/suppress processing of your data however these rights do not apply in some circumstances.

In certain circumstances you have the right to obtain and reuse your data for your own purposes (copy or transfer personal data to another IT environment).

You have the right to object to certain types of processing and to automated decision making/profiling where applicable.

Please contact the service holding the information or our Halton Direct Link outlets to exercise any of these rights.

How can I complain 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' or by emailing informationgovernanceservice@halton.gov.uk.

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

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

The Council's Data Protection Officer can be contacted on 0151 511 7002 or by email to informationgovernanceservice@halton.gov.uk.

Information Governance Service
Compliance and Data Management
Halton Borough Council
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