

Warrington Borough Council

Privacy Policy

1. Introduction

Warrington Borough Council collects, processes and stores a wide range of information, including some personal details, in order to deliver our services efficiently.

We are responsible for managing the information we hold and we recognise that this information is important to you. We take our responsibilities seriously and use personal information fairly, correctly and safely in line with the legal requirements set out by the Data Protection Act 1998.

If you would like to know more or have any concerns about how your information is being processed, please contact the [Information Governance Team](#).

[The Information Commissioner](#) provides general information about the Data Protection Act, including what is classed as personal information.

Warrington Borough Council's data protection policy outlines how the Council will comply with the requirements of the Data Protection Act.

2. Why do we need to collect information about you?

We will use your personal information for a limited number of purposes and at all times within the rules set out in the Data Protection Act.

We will process personal information for the following purposes:

- The reason why you provided the information (such as making a benefit claim)
- To monitor our performance in responding to your request
- To allow us to communicate with you and provide services appropriate to your needs (for example, arranging suitable access arrangements if you have mobility difficulties) Sensitive personal data cannot be shared between departments without your consent to do so.
- To meet various legal requirements, or where it is necessary in order to meet a legal requirement such as the Prevention and Detection of Crime
- To process financial transactions including grants, payments and benefits involving us, or where we are acting on behalf of other government bodies
- Where you have consented to the processing or submitted information that is publically available such as Planning Applications.
- Where processing is necessary for the prevention and/or detection of crime (for example, where we are involved in the National Fraud Initiative)
- Where it is necessary to protect individuals from harm or injury; and
- Where otherwise required under the Data Protection Act 1998

Version:	1.3	Review Cycle:	Annual
Author:	Sarah Gallear	Page(s):	1 of 5
Last Reviewed On:	19 th August 2016	Next Review Date:	19 th August 2017

3. What will we do with your information

In deciding what personal information to collect, use and hold, we are committed to making sure that we will:

- Only collect, hold and use personal information where it is necessary and fair to do so
- Keep your personal information secure and safe
- Securely delete any personal information when it is no longer needed
- Be open with individuals about how we use their information and who we share it with; and
- Adopt and maintain high standards in handling any personal information.

We may disclose personal information to any third party involved, but only where it is required by law or allowed under the Data Protection Act. An example of this would be with educational records where we are required to share them with the Department for Education.

The Council may also use and publish your personal data after it has been anonymised, to allow the statistical analysis of data so the Council can effectively target and plan the provision of services.

We will strive to make sure that the third party has sufficiently robust systems and procedures in place to protect your personal information.

4. When and how we dispose of your information

We only hold information as long as it is needed or required by law and then dispose of it securely

5. Your Rights

You have the right to request that Warrington Borough Council stops 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 have the right to request a copy of the information that the Council holds about you. Please see section 9 for further information.

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. You have the right to have this corrected. If you tell us about incorrect information we hold about you we will then check the accuracy of the information we hold and take any appropriate steps to ensure that the information is accurate.

6. Marketing

We will only send you targeted information about our services and/or products if you have specifically asked us to do so. You can opt out of this at any time by clicking on the 'unsubscribe' button on the bottom of an email or texting 'stop' to any text messages you receive.

Version:	1.3	Review Cycle:	Annual
Author:	Sarah Gallear	Page(s):	2 of 5
Last Reviewed On:	19 th August 2016	Next Review Date:	19 th August 2017



Your contact details collected as part of confidential/sensitive requests for council services will not be used for marketing purposes.

The Council reserves the right to send out generic communications to all residents when necessary to provide advice such as changes to refuse collections.

7. Use of CCTV

We have installed CCTV systems in some of our locations used by members of the public, for the purposes of:-

- public safety,
- the prevention and detection of crime
- the safe and efficient operation of the road network.

In these locations signs are prominently displayed notifying you that CCTV is in operation and providing you with details of who to contact for further information about them.

We will only disclose CCTV images to third parties for the purposes as stated above. CCTV images will not be released to the media for entertainment purposes or placed on the internet.

You have the right to see CCTV images of yourself and be provided with a copy; please see Section 9 'Access to your information and correction' on how to make a request

8. Public Health

Local authorities are responsible for improving the health of the local population and for public health services. As a result all Local Authorities have a duty to improve the health of the population they serve. To help with this, we use data and information from a range of sources including hospitals to understand more about the nature and causes of disease and ill-health in the area.

9. Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like to do so, a written [Subject Access Request](#) must be submitted into the Council's Contact Centre

We will need to confirm your identity before any information can be provided and we may charge £10 for this service.

What you will receive:

- A copy and description of the information held about you
- The reason for which the information is being used
- A list of recipients may be disclosed; and
- An explanation of any codes used

If you have a disability that makes it impossible or unreasonably difficult to make a subject access request in writing, we will make a suitable adjustment for you under the Equality Act 2010, providing we are satisfied about your identity. This may mean treating a verbal request for information as a valid subject access request.

Version:	1.3	Review Cycle:	Annual
Author:	Sarah Gallear	Page(s):	3 of 5
Last Reviewed On:	19 th August 2016	Next Review Date:	19 th August 2017

10. Access to Social Care Records

For further information on how to see your social care records please see the [Councils website](#) or request a copy of the leaflet 'How to see your social care records' which explains the process and how to make your request.

11. Can anyone else ask for my information for me?

Yes. You will need to give us consent in writing of who you want to look at your records and have them complete a Subject Access Request as identified above and we will need proof of identity from yourself and that person.

If a relative or someone else wishes to look at the records of a person who is not able to give their consent, this will only be allowed where it can be shown that it is in the best interest of the person concerned.

12. Complaints

If you are not satisfied with how your request has been dealt with, or if the information held about you is incorrect, you should email or write to Warrington Borough Council outlining your concerns.

If you then wish to make a complaint then please contact us using one of the methods below:

- Use the [online complaints form](#)
- Email us at contact@warrington.gov.uk
- Phone us on: 01925 443322
- Write to us at: Contact Warrington, PO Box 5, New Town House, Warrington WA1 2NH
- Fax us on: 01925 443211
- Visit us at: Contact Warrington, 26-30, Horsemarket Street, Warrington WA1 1XL

If you are still not satisfied, you should contact the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or telephone their helpline on 0303 123 1113.

13. Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Details about how we use cookies is available on the [Council's website](#).

14. Other websites

On this site you will find links to other external websites which we have provided for your information and convenience. This privacy policy applies solely to Warrington Borough Council. When you visit other websites, you should read their own privacy policies.

Version:	1.3	Review Cycle:	Annual
Author:	Sarah Gallear	Page(s):	4 of 5
Last Reviewed On:	19 th August 2016	Next Review Date:	19 th August 2017

15. Changes to our privacy policy

We keep our privacy policy under regular review with annual formal reviews. When changes occur we will revise the 'Last Reviewed On' box at the footer of this document.

16. How to contact us

If you need to get in touch with us you can do so via:-

- Our [online form](#)
- Email to the Information Governance Team informationgovernance@warrington.gov.uk
- In person at Contact Warrington, 26-30 Horsemarket Street, WA1 1XL
- Or by telephone: 01925 443322

Version:	1.3	Review Cycle:	Annual
Author:	Sarah Gallear	Page(s):	5 of 5
Last Reviewed On:	19 th August 2016	Next Review Date:	19 th August 2017