

Privacy Notice – Insurance and Compensation Claims

Who Will Own My Data Once I Submit It?

Warrington Borough Council is the data controller for the information you provide. If you would like to know more or have any concerns about how your information is being processed, please contact the Council's Data Protection Officer.

Why Do You Need My Information?

Your information is required to: confirm your identity; investigate and process your claim for compensation; and communicate with you and others about matters relating to your claim.

Warrington Borough Council has a duty to safeguard public funds so your information may also be used to prevent and detect fraud. If investigations conclude that you have provided false or inaccurate information in order to make a claim for compensation, the Council may take action against you.

What Allows You To Use My Information?

Article 6(1)(f) of the General Data Protection Regulation (GDPR) permits the Council to use your information because the processing is necessary for the purposes of the Council's legitimate interests, specifically:

- The investigation and determination of liability for your claim.
- Prevention and detection of fraud.

In some cases we may require health related information to investigate and process your claim. This type of data is classed as special category data under Article 9(1) of the GDPR. The Council is permitted to use this information because the processing is necessary for reasons of substantial public interest or the establishment, exercise or defence of legal claims (Articles 9(2)(f) and 9(2)(g) of the GDPR).

Who Will My Information Be Shared With?

Warrington Borough Council works with Salford City Council and Gallagher Bassett to investigate and process insurance and compensation claims. The Council will therefore share the information you provide with these parties to enable the investigation and processing of your claim.

We may need to share the information you provide with other parties with an interest in your claim, including: the Council's insurers; brokers; legal and medical advisors; and Government agencies.

Your information may also be shared with other parties for the purpose of preventing and detecting fraud, including: other Council departments and local authorities; the Insurance Fraud Bureau (IFB); the Motor Insurers Bureau (MIB); the Claims and Underwriting Exchange (CUE); and the Police.

We may also obtain data about you from any of the parties listed above if this is necessary to investigate and process your claim.

Do I Have To Provide This Information And What Will Happen If I Don't?

You do not have to provide the information we request. If you choose not to provide the information, Warrington Borough Council will be unable to investigate and process your claim for compensation.

How Long Will You Keep This Data For And Why?

Your information will be retained for as long as is necessary to investigate and process your claim. Once your claim is finalised, your details and supporting records will be maintained for a further period of at least seven years, under the provisions of The Limitation Act 1980.

How Will My Information Be Stored?

Your information will be stored on a secure electronic database. Access to the database is restricted to specified personnel and controlled by password.

What Rights Do I Have When It Comes To My Data?

You have the right to be informed about how we collect and use your personal information. This privacy notice sets out how we collect and use your personal information to process your claim for compensation.

You have the right 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.

In some circumstances, you may have further rights regarding the use of your personal information. As different rights apply in different situations each request will be assessed on a case by case basis.

To request a copy of your information or ask questions about how it is used, please look at our webpages on Requests for Information available here: [access to information](#)

Who Can I Complain To If I Am Unhappy About How My Data Is Used?

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 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, East Annexe, Town Hall, Sankey Street, Warrington, WA1 1UH
- Visit us at: Contact Warrington, 1 Time Square, Warrington, WA1 2NT

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: 0303 123 1113
Website: www.ico.org.uk

Will This Information Be Used To Take Automated Decisions About Me?

No.

Will My Data Be Transferred Abroad and Why?

Warrington Borough Council will not transfer your data outside of the United Kingdom. However, due to the global nature of services provided by our insurers, claims handlers and brokers, these organisations may transfer or process personal information outside of the country in which it was submitted. In such cases, appropriate safeguards have been put in place to ensure that personal information is protected. If you require further information about this, please let us know.