

# Privacy Notice (Full)

2019



## DOCUMENT CONTROL SHEET

**Document title: Privacy Notice (Full)**

### Revision history

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V1.0	March 2017	ISO 27001 & GDPR
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### Document authorisation

Issue Number	Date	Group
V1.0	May 2017	Viv Geary (SIRO) Head of Law & Governance
V1.0	May 2018	Wendy Rochester Data Protection Officer
V2.0	January 2019	

### Distribution list

Issue No:	Issued to
V1.0	Intranet North Tyneside web pages
V2.0	Intranet North Tyneside web pages

## **Full Privacy Notice**

### **1. Introduction**

We are committed to protecting and respecting your privacy. We are registered as a 'data controller' under the Data Protection Act 2018 (registration no. [Z6643161](#)) as we collect, use and hold personal information about you in order to provide public services.

This policy explains how we use and share your information. Information may be collected on paper or an online form, by telephone, email, CCTV or by a member of our staff.

Please read the following carefully to understand how we will treat your personal information, as by using our services you are accepting and consenting to the practices described in this policy.

### **2. Why do we collect information from you**

We need to collect and hold information about you, in order to:

- deliver public services;
- confirm your identity to provide some services;
- contact you by post, email or telephone;
- 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;
- update your customer record;
- help us to review how we are performing at delivering services to you and identify what services the people of North Tyneside need;
- prevent and detect fraud and corruption;
- allow us to undertake statutory functions efficiently and effectively; and
- ensure that we meet our statutory obligations including those related to diversity and equality.

We may not be able to provide you with a service unless we have enough information, or your permission to use that information.

### **3. What information may we collect from you**

We may collect and process the following information about you:

Information you give us. You may give us information about you by filling in forms on our site; <http://my.northtyneside.gov.uk/>, or by corresponding with us by phone, e-mail

or otherwise. This includes information you provide when you register to use our website and when you subscribe to and use our services etc.

We also work closely with the Authority's partners and may receive information about you from them.

#### **4. How we use your information**

By using our services you agree that we may use your personal information (which may sometimes include sensitive personal information, i.e. medical information etc.) that we collect from you, or from a third party, in accordance with this policy.

Information which you provide us with will be kept securely and will be used for the purposes stated when the information is collected. For example:

- to progress the service you requested;
- 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;
- for law enforcement functions;
- to prevent and detect fraud or crime;
- to process financial transactions including grants, payments and benefits;
- where necessary, to protect individuals from harm or injury; and
- to allow the statistical analysis of data so we can plan the provision of services.

#### **5. Information sharing**

In order to provide you with a good service or investigate complaints, we may use and pass on the information we hold about you to other people and organisations that provide that service, for example to other departments of the Authority, the Authority's partners and to other external professional organisations to carry out statutory functions. (For example, we may provide personal information to the Department of Work and Pensions for housing benefit or council tax support purposes etc.). These departments, partners, and external professional organisations are obliged to keep your details secure, and use them only to fulfil your request or deliver the service.

We are the sole owner of the information collected by us and we will only provide personal information to an external organisation or individual for the purposes set out above or in order to help prevent; risk of harm to an individual, crime, including fraud, or if required to do so by law.

We have an information sharing standard agreed with other partners in North Tyneside so you can be confident local partners all comply with the same privacy principles.

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

## **6. Detect and prevent fraud or crime**

We are required by law to protect the public funds that we administer. 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 Cabinet Office, 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 to take part in national data matching exercises undertaken by the Cabinet Office. The use of data by the National Fraud Initiative in a data matching exercise is carried out under its powers in Part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned. Further information can be found [here](#).

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.

## **7. 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.

## **8. Emails**

If you email us we may keep a record of your contact, your email address and the email for our record keeping. However, this information will not be kept longer than necessary.

## **9. CCTV**

We have installed CCTV systems in some of our premises used by members of the public, for the purposes of public and staff safety and crime prevention and 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, where required to by law or to help prevent crime etc. CCTV images will not be released to the media for entertainment purposes or placed on the internet. Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated. You have the right to see CCTV images of yourself and be provided with a copy of the images. However, the images may be withheld if the images also identify a third party.

## **10. Using our website**

Our website <http://my.northtyneside.gov.uk/> does not store or capture personal information when you access it as a visitor. It only logs a number which is automatically recognised by the system. Our systems will only capture and record personal information if you; subscribe to or apply for services that require personal information or contact us and leave your details for us to respond. Please note that any forms on our website that capture personal information are secure.

## **11. Cookies**

Our website uses cookie technology to help log visitor numbers to our website. A cookie is a string of information that is sent by a website and stored on your hard drive or temporarily in your computer's memory. This helps us to provide you with a good service when you browse our website and also allows us to improve our site. No personal information is collected this way. Further information, and how to manage cookies, can be found [here](#).

Please note that this policy only covers the Authority websites maintained by us, and does not cover other websites linked to from our site.

## **12. How we will protect your information**

Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it. We have an Information Governance Handbook that includes policies on Data Protection, Information Security, and Freedom of Information and Environmental Information. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. We provide regular training to staff that handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly. We will dispose of paper records or delete any electronic personal information in a secure way.

## **13. Your rights**

You have the right to ask us to stop using your personal data in relation to any Authority 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.

We aim to ensure that the information we hold about you is accurate and up to date. However, there may be situations where you find the information we hold is no longer accurate and you have the right to have this corrected.

You have the right to ask us to delete or remove your personal data 'Right to Erasure' when there is no justifiable reason for the Authority to continue to process it. This is

also known as the 'Right to be Forgotten'. The right to erasure does not provide you with an absolute right of erasure.

You have a right to ask us to stop processing or suppress the processing of your personal data. This is not an absolute right and only applies in certain circumstances.

You have a right to ask us to provide you with a copy of your personal data so that you can re-use the data for your own purposes where it can easily be transferred from one IT environment to another in a safe and secure way, without affecting its usability

You have a right to object to automated processing, including profiling of your personal data. You also have the right to object to be the subject to the effects of automated processing or profiling.

You also have the right to request a copy of the information that we hold about you (Subject Access Request). If you would like exercise the above rights or request a copy of some or all of your personal information, please email us at; [foi.officer@northtyneside.gov.uk](mailto:foi.officer@northtyneside.gov.uk) or write to us at;

Information Governance Team  
North Tyneside Council  
Quadrant  
The Silverlink North  
Cobalt Business Park  
North Tyneside  
NE27 0BY

There may be a fee to meet our costs in providing you with details of the information we hold about you if we consider your request to be clearly unfounded or excessive. We will inform you of this at the time you submit the request.

If you are unhappy with the use of your information please contact the Data Protection Officer at:

Data Protection Officer  
North Tyneside Council  
Quadrant  
The Silverlink North  
Cobalt Business Park  
North Tyneside  
NE27 0BY

Tel: 0191 643 2333

You also have the right to complain to the Information Commissioners Office if you are unhappy with the way we process your data. Details can be found [here](#).

#### **14. Changes to our privacy policy**

We keep this policy under regular review and we will place any updates on our website at <http://my.northtyneside.gov.uk/>.

## **15. Further information**

For further information on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact the Information Governance Team at; [foi.officer@northtyneside.gov.uk](mailto:foi.officer@northtyneside.gov.uk) or at the address and contact details set out above.