

Privacy Notice

This privacy notice sets out how West Berkshire District Council (the “**Council**”) will use your personal data, and your rights in relation to that personal data. This document describes how and why we collect, store, protect, process and share the data you give to us. It is written in accordance with the UK data protection legislation.

This notice relates to personal data collected in online forms to be used in our customer case management system to record and respond to enquiries and requests for service from members of the public.

This notice applies to potential, current and former customers of the service and those we have contacted but have opted not to partake in the service. It is important that you read this notice so that you know how and why we use information about you. It is also important that you inform us of any changes to your personal information so that the information which we hold is accurate and current.

Date of Issue: 22/01/2024

Update History:

January 2024	First issue of a new Privacy Notice

Directorate: Resources
Service: Customer Engagement & Transformation
Team: Digital Services Team

About the Organisation

The Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire District Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
<http://info.westberks.gov.uk/dpofficer>

THE PERSONAL DATA WE HOLD ABOUT YOU

Information is collected from you as the service users when you make contact with the Council through its online enquiry form found on our website.

In order to process your enquiry, we will need to collect the following personal data about you:

- Your name (first name and last name)
- Your basic contact details (email address)
- The reason and details of your query

For us to better solve your request/enquiry, we may also ask for the following details (these are not mandatory):

- Additional contact details (phone number and address)
- We will only record special category data if you choose to supply it

These details are collected and held on the Council's digital platform for delivering case management, designed for managing and responding to customer enquiries, and will be protected using up-to-date technical and organisational security measures.

Other information may be collected, and this is dependent on the nature of the enquiry and what information you supply.

SOURCE OF YOUR PERSONAL DATA

We collect the above information about you from the data you enter when submitting an online form on our website, which is transmitted to and stored in the digital platform we use to deliver case management. What type of data we collect and process will depend on the reason for your particular enquiry to us, e.g. this could be a question you submit to a public meeting, or an enquiry regarding council tax etc.

PURPOSE AND LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

Details of how we use your data are included below:

- Your name and address are used to identify you.
- We collect your contact details (your phone number and email address) so we can keep in touch with you about your enquiry.
- We keep a record of the reason for your enquiry, so we can add this to our data reports and performance indicators.

In accordance with the data protection laws, we need a "legal basis" for collecting and using information about you. There are a variety of different legal bases for using personal data which are set out in the data protection laws.

We have set out below the different purposes for which we collect and use your personal data, along with the legal basis we rely on to do so.

Why we use your information	Our legal basis for using your information
<p>We will use the data you provide in our online form to review and respond to your enquiry or request in our customer case management system.</p>	<p>For general enquiries: Consent: Article 6(1) (a) of the UK GDPR - Where you have provided your consent for us to use your personal data in this way. If you do not wish the Council to process your personal data, it will be unable to establish a contract to provide the service for you.</p> <p>Where your request/enquiry is aimed at a specific Service within the Council, your data will be held in accordance with that Service's Privacy Notice.</p>

SHARING YOUR PERSONAL DATA

You will be able to see your data through a link that will be provided with the details of your enquiry. If you have a login for 'My Account' on our website, you can see a record of the enquiry you submitted to us.

Your data will be seen by employees of the Council in Customer Services and depending on the nature of your enquiry, your information may also be shared with officers from another Service so that the Council can review and respond to your enquiry. Which Service your data is sent to depends on the nature/reason for your enquiry. Where your enquiry requires us to share information with another Service, a separate notice will describe how your data will be processed by that Service, these can be found on our website (www.westberks.gov.uk/privacynotices).

We may share your personal data with third parties where it is necessary for the delivery of the service.

We may also share your data if we are required to do so by law, for example by court order or to prevent fraud or other crime.

RETAINING YOUR PERSONAL DATA

Your personal data will not be kept longer than necessary.

You can check how long the Council will keep each type of data against our retention schedule (www.westberks.gov.uk/retention).

YOUR RIGHTS

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party
- **Withdraw consent** to the processing of your personal data at any time, where processing is based on your consent. To withdraw your consent, please contact our Data Protection Officer using the contact details below. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

HOW TO MAKE A REQUEST

If you wish to make a request associated with any of the rights listed above, contact the Council using the contact details at the top of this notice.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the UK or by an international organisation.

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. Further information can be found at: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/>

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CHANGES TO THIS PRIVACY NOTICE

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.
