

Privacy Notice

This document describes how and why West Berkshire Wellbeing collects, stores, protects, process and shares the data you give to us. We collect personal data to help us to deliver training to you and to understand and plan the Workplace Wellbeing Conference.

Date of Issue: 6th September 2019

Update History:

Version 1	First issue of a new Privacy Notice
Version 1.1 13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Communities
Service: PHWB
Team: West Berkshire Wellbeing

About the Organisation

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

Contact Address:

West Berkshire 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:
www.westberks.gov.uk/dpofficer

What data will we collect about you?

We collect data you give to us.

For example:

- Personal details: ○ Your name
 - job title ○ email ○ telephone number ○ address:
- Data known as “special category” personal data (this will relate to your additional learning needs, for instance disabilities that require adaptations or assistive equipment)
- Financial information (credit/debit card or invoice details)

What will we use your data for?

We only ever use the personal data you have given us for necessary purposes.

These are:

- To enter into, or perform, a contract with you (ie book you onto a training event or seminar)
- For our own lawful interests, provided your rights are not affected We will only use your information for the purpose or purposes it was collected for.

We also use personal data for administrative purposes. This includes:

- Receiving payment (e.g. invoice or payment card details)
- Contacting you in the case of course cancellation or change of arrangements.
- Maintaining a course or workshop attendance list
- Helping us to support your learning (e.g. if you have additional learning needs or learning style preferences)
- Sending any follow-up material including certificates of attendance.

We use personal data to

- communicate with people and to promote West Berkshire Wellbeing. This includes keeping you up to date with our news and offerings. You can “opt out” from this at any time.
- We may combine sets of personal data and change the personal data so that it can no longer be linked to any particular person. This anonymised data may then be used to monitor West Berkshire Wellbeing’s training or business performance or to identify trends or patterns within our clients.

Financial data is purely used to arrange payment of any fees that may be incurred for using our services.

Who will see your data?

Only council officers from the Public Health & Wellbeing, Education, Digital Services, Communication and Finance teams who are directly involved with the management, administration and delivery of West Berkshire Wellbeing will see your

- Personal details (name, job title, email, telephone number, address):
- Data known as sensitive personal data (additional learning needs)
- Financial information (credit/debit card or invoice details)

External trainers that West Berkshire Wellbeing may commission to deliver training may see some of your personal and sensitive personal data but only in order to conduct the training event effectively.

Why do we do this?

We only process the data we need to in order to book you onto events (ie in the interest of a contractual arrangement). This is a lawful basis for processing under Article 6 (b) of the GDPR.

Where we use your data for marketing purposes, this is purely with your consent and agreement and you can opt-out at any time (including at the point of registration) – this is covered under Article 6 (a) of the GDPR.

Where we use your special category data, we do so with your explicit consent as part of making sure you have a comfortable and productive experience with West Berkshire Wellbeing.

Your data is not re-used, sold or otherwise transferred to any third party unless there's a clear legal obligation to do so (ie we are asked for it by the police for purposes of detection or prevention of crime), or it is in your vital interests to do so (for instance where you might come to physical or mental harm if we do not).

How long will your data will be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on the following Council digital platforms: Booking Bug, e-store, Agresso and on the external digital platform MailChimp and will be protected using up-to-date technical and organisational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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