

IGFM005-PRIVACY NOTICE

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR) effective from the 25th May 2018.

TCBC Service Area:	Chief Executives
Work area:	Customer Services
Contact Details:	CallTorfaen@torfaen.gov.uk
Privacy Notice Name:	

Data controller:

Torfaen County Borough Council
C/o Civic Centre
Pontypool
NP4 6YB

Data Protection & Information Governance Officer:

Susan Bullock
01633 647467
Email: dpa@torfaen.gov.uk

1) Have we sourced your personal data, directly from you?

We source your data from you provided during a call to and from the Contact Centre, via a conversation at one of our Customer Care Centres or through social media, including twitter, facebook and email may include:

- Information provided directly by the subject matter
- Information provided by another member of the public (e.g. complaint or concern)
- Information provided by an elected Councillor on behalf of their constituent
- Information provided by other Council officers/services that liaise with Customer Services in the interest of its customers, or the Council itself
- Information provided by other organisations (e.g. Emergency Services, Landlords, Housing Associations) regarding an individual

2) What information does the Council collect about you?

The type of information held will vary per contact, but typically includes:

- Contact details such as name, address, telephone number, and email addresses
- Identifying details, including date of birth, place of birth and national insurance number
- Financial information, including employment, income, bank account details
- Family information including ages, dependants, marital status, gender
- Information about the subject matters health and medical details

3) The Council may collect this information in a variety of ways:

During a call to the Contact Centre

In person conversation at one of our Customer Care Centres

An online application via the web or mobile app

Through facebook, twitter or email

Scanned evidence

Supplied Photographs

Within My Council Services (MCS) software system and Blue Badge Improvement Service (BBIS)

4) Why does the Council process your personal data?

Necessary to fulfil the tasks in the public interest or exercise of authority vested in the Council

The Council provides services for local communities and the people who live in them. Undertaking this work means that we must collect and use information about the people we provide services to and keep a record of those services.

5) Special categories of personal data:

Ethnic Origin

Health

Gender

We can process this category of data because:

It is necessary to fulfil the obligations of the controller and data subject

Family information such as ethnic origin, health and gender is required for the approval of a Blue Car Badge Application, under the Disabled Persons Parking

Badges Act 2013 and under the Social Services and Well Being (Wales) Act 2014.

6) Who has access to your data?

Your personal data may be shared with the relevant service area/and wider organisations if necessary in order for them to process your request/enquiry. Such as the Police in the resolution of a criminal matter; with other Council Services with the intention of resolving a dispute or complaint, or with other organisations involved in the care of a person, such as Social Services or Health Care Professionals.

Is the Data transferred out of the EEA?

No

7) How does the Council protect data?

The Council has internal policies in place to ensure the data it processes is not lost, accidentally destroyed, misused or disclosed. Furthermore data is not accessed by employees except in the performance of their duties.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

8) How long does the Council keep your data?

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area. We will keep your information in line with our Local Authority retention schedules.

Retention periods range from 2 weeks to 3 years depending on service issue raised

9) Are we making automated decisions/profiling with your data?

No

Your rights

You have a number of rights you can exercise:

- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing

- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time
- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of if you fail to provide data to the Council
- the existence of and automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact Linda King, Customer Services Manager via email: Linda.King@torfaen.gov.uk

DOCUMENT CONTROL

Title:	TEMPLATE – Privacy Notice		
Document Owner:	Senior Information Risk Owner (SIRO)		
Document Author:			
Reference:	IGFM005	Retention Period:	Until next review
Document Classification:	Official	Location:	SWOOP
Version / Status:	Live	Approved by:	SIRO
Current Issue Date:	April 2018	Next Review Date:	April 2019

REVISION HISTORY

Issue Date	Version / Status	Reason for Change	Changed By:
April 2018	1.0 Live	Form created to achieve GDPR Compliance	Sue Bullock