

## **PN010 – INSURANCE CLAIMS PRIVACY NOTICE**

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

<b>TCBC Service Area:</b>	Resources/Financial Services
<b>Work area:</b>	Insurance
<b>Contact Details:</b>	Wendy Edwards 01495 766305 wendy.edwards@torfaen.gov.uk
<b>Privacy Notice Name:</b>	Insurance Claims

### **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?**

**Yes**

#### **If no, how did we obtain your personal data?**

Choose an item.

#### **2) What information does the Council collect about you?**

The Council collects and processes a range of information about you. The information will vary depending on the type of claim being made. The different types of information include:

- Name
- Address
- Telephone No.
- Email address
- Date of Birth
- National Insurance No.
- Medical Records
- Vehicle Registration

Witness Names and address  
Representative names and address  
Solicitor's names and contact details  
Insurance details  
Bank name, sort and account code

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

**Application forms**

**We will store your data:**

**Other**

On a claims handling database

**4) Why does the Council process your personal data?**

**Consent**

When people make a claim against the Council they are asked to provide the personal information in 2 above to enable the Council to investigate the claim and if compensation is awarded the amount to be paid.

**5) Special categories of personal data:**

Health

**We can process this category of data because:**

The data subject gave explicit consent

For example when dealing with personal injury claims, the Council will ask for the claimants consent to release medical records in order to investigate the alleged injury and decide on compensation.

**6) Who has access to your data?**

Your information may be shared internally with relevant Service Areas of the Council or School in order to investigate your claim.

The Council may share this information with solicitors, insurers and loss adjusters in order to investigate your claim and make a decision.

For personal injury claims the Council is required to share details of your claim with the Department of Work and Pensions.

The Council also shares this information with the Audit Commission as part of the National Fraud Initiative.

### **Data is not transferred out of the EEA?**

Choose an item.

#### **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.

Information about you will be held by the Council for up to 7 years after your claim has been closed. Unless the claim was in respect of a minor in which case the information will be held up to 4 years after the minors 18<sup>th</sup> birthday.

The Council keeps information for this length of time in order to reopen claims and to investigate possible fraudulent claims.

#### **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

Wendy Edwards, Group Finance Officer, 01495 76305  
wendy.edwards@torfaen.gov.uk

## DOCUMENT CONTROL

<b>Title:</b>	<b>Insurance Claims Privacy Notice</b>		
<b>Document Owner:</b>	<b>Senior Information Risk Owner (SIRO)</b>		
<b>Document Author:</b>	<b>Wendy Edwards</b>		
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## REVISION HISTORY

<b>Issue Date</b>	<b>Version / Status</b>	<b>Reason for Change</b>	<b>Changed By:</b>
April 2018	1.0 Live	Form created to achieve GDPR Compliance	Sue Bullock
May 2019	2.0 Live	Reviewed no changes	Wendy Edwards