



Northumberland County Council

FixMyStreet

How we handle your information

This Privacy Notice is designed to help you understand how Northumberland County Council as a registered Data Controller will handle your personal information. It will outline why we ask for your personal information, detail the information we hold, how it is used, shared and how long it is kept for. It will also detail how you can exercise your rights.

This site is a service provided to Northumberland County Council by SocietyWorks Ltd, a limited company (05798215). SocietyWorks is a trading subsidiary of mySociety, a registered charity in England and Wales (1076346), who also run the national fixmystreet.com website with which this site is linked. Henceforth this privacy policy will refer to mySociety.

Reports made on this site fix.northumberland.gov.uk also appear on fixmystreet.com, and vice versa.

These reports and the associated user data are stored in a single database which is hosted by mySociety. They are accessible to mySociety and Northumberland County Council administrators.

Why do we ask for your personal information?

We ask for your personal data so that you can log requests or raise issues or concerns with a place or asset within the County. For example, you may wish to report a pothole or streetlight defect.

Your data will be collected and processed when:

- **You log a request, raise an issue or concern** – you have the option to leave personal information so we can update you on the case. *There is the option to provide a report anonymously, and in this instance no personal information will be required from you.*
- **you add an update** - this is recorded along with the initial report and your user data.
- **you subscribe to an alert by email** – we collect your email address, along with details of whichever alert/s you have subscribed to. You can change your subscription options at any time.
- **you contact the support team** - your message will be accessible to Northumberland County Council's support staff. If your issue is about the use or functions of FixMyStreet, it may be passed to mySociety's support staff (including personal details, such as name and email address, in order to help resolve issues).

Please note, the personal information that you enter e.g. email address and/or phone number are not published, and your name is only published if you have **checked the box opting to do so**.

What information do we hold?

We only process the minimum personal information required in order to log and process your request.

The personal information we process includes:

- € Your name
- € Your contact details including email address and telephone number.

If you report anonymously, this information will not be required.



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How does the law allow us to use your personal information?

In order to process your personal data, we rely on the following legal basis;

- We are required by law to do something and we need information about you in order to do this (**Public Task**) - i.e. the law states we can rather than must. Our obligation to keep highways in good order and to keep public areas safe and functional are set in law.

We do not process special (sensitive) personal data.

How long do you keep my information for?

We will only store your information for as long as is legally required or in situations where there is no legal retention period, they will follow established best practice.

Reports and updates to a case - except in exceptional circumstances, reports or updates made through fix.northumberland.gov.uk and FixMyStreet.com are not deleted. Historic reports provide an invaluable resource for researchers into the quantity and type of street problems made across the UK. This research can help inform civic planners, developers, coders, historians and social scientists, among others.

Therefore, if you ask for a report to be removed, in most cases you will instead be invited to **anonymise** it, so that there is no public connection between the content/report made, and your name. You can anonymise reports singly, or in bulk, by logging in to your account on either fix.northumberland.gov.uk or on FixMyStreet.com and clicking on the “Hide your name” link beside the time and date of your report. From here you may anonymise this report or all reports you have made.

Personal details will automatically be removed from the database after **two years of inactivity** of the associated account.

Who will you share my information with?

We may need to share your information with others to enable us to work together for your benefit.

We will only share information with third party partners if they have a genuine and lawful need for it. In some instances, this will be internal council services however, sometimes information will be shared with an external third party but only if they have a justifiable and lawful need for it.

We may share your information with;

- € mySociety
- € Anonymised datasets – Highways England

Information will be processed within the UK and will not be shared with overseas recipients.

Can request a copy of my records?

If you wish to see a copy of your records, you should submit a Subject Access Request which is available through our website or by contacting the Information Governance Office. You are entitled to receive a copy of your records free of charge, within a month.



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Do I have Other Rights?

Data Protection law gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this notice, please tell us. Please contact Northumberland County Council on 0345 600 6400.

Data Protection Officer: informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Email: casework@ico.org.uk