



Northumberland County Council

Streetworks Privacy Notice

Everyone working for the Streetworks team has a legal duty to keep and process information about you/your business in accordance with the law. This document explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We collect your personal data to enable us to perform our statutory duties and to carry out the administration, processing and specific functions for which we are responsible in order to provide you with a service and support you. These may be written down (manual records), or kept on a computer (electronic records).

We do not collect any personal data that we do not need in order to provide this service and as far as is reasonable and practicable, will ensure that the information recorded is accurate and kept up to date.

These records may include:

- name and address
- telephone number
- email address
- contact we have had from you, for example, regarding road or street works, application forms submitted for TTRO's, permits for skips and scaffolds, S50 licences, roundabout sponsorship, etc
- details about the service you have received

What is the information used for?

Your records are used to help ensure that we provide you with the service you require such as providing permits and licences. It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support that you need.

How long for?

We will not retain your data for longer than is necessary to fulfil the purpose for which it was collected, or as required by the relevant laws or regulations, or to enforce our legal rights.

We will retain your information for as long as is needed to provide you with our services, or to meet our legal obligations. Processing is kept to a minimum and your data will only be processed in accordance with the law.

When other agencies are involved, we may need to share details about you with them however Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- where the health and safety of others is at risk
- when the law requires us to pass on information under special circumstances
- where there has been a violent incident or threat of violence
- crime prevention or the detection of fraud as part of the National Fraud Initiative



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Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- where we encounter infectious diseases which may be a public health concern
- where a formal court order has been issued.
- where there has been an accident which is reportable to the Health & Safety Executive (HSE)

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to any information you provide during the consultation period, along with all other personal records.

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

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws give 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, without impacting the quality of the information
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 (whose contact details are below)
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 privacy notice, please tell us. Please contact streetworkspermit@northumberland.gov.uk



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Alternatively the council's Information Governance Office can be contacted by email:
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 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: casework@ico.org.uk