

WATFORD BOROUGH COUNCIL

Data Privacy Notices (DPNs) Under GDPR

The identity and contact details of the company

This Privacy Notice has been provided by Watford Borough Council, Transport and Infrastructure who is the Data Controller

Contact details of the Data Protection Officer

We take your privacy very seriously therefore we urge you to read this document very carefully because it contains important information about us and:

- The personal information we collect about you
- What we do with your information, and
- Who your information may be shared with

Who we are

Watford Borough Council ('we' or 'us') are a 'data controller' for the purpose of the General Data Protection Regulations, (i.e. we are responsible for, and control the processing of, your personal information).

What is the legal basis for the collection, use and storage of the data?

According to the General Data Protection Regulations (GDPR) and the Data Protection Act 2018, we must have a reason to collect and use your information.

This will be:

- To deliver services and support you
- To enable us to manage the services we provide
- To train and manage our workers which deliver those services
- To investigate any worries or complaints you have about our goods or services □ To check the quality of our goods and services. To help with research and planning of new services.

There are a number of legal reasons why we need to collect and use your personal information. For this service:

- Contract
- Legal Obligation
- Public Task

Add updated text to this section.

Watford Borough Council may on occasion collect information in relation to requests and complaints relating to EV charge points. This information may be shared with third parties namely Hertfordshire County Council and the EV supplier.

This is often information you would not want to be widely known and is very personal to you, It includes:

- Resident/User name
- Requestors/complainants Name
- Address
- Email address
- Charge point location Data

We will take care of this data. The legal reason for us to collect and use this personal information is:

- To allow the response to resident queries and complaints
- Identifying charge point sites
- Monitoring service quality
- Monitoring performance of charge points and suppliers
- Ensure compliance with statutory duties under data protection and local authority responsibilities

Information we collect

Some examples of when we collect this information include:

- Details of your vehicle such as registration number
- Details about you such as address, telephone number, email address
- Contact we have had with you, such as any correspondence

How this information will be used:

- Service monitoring
- Complaint resolution
- Infrastructure improvement
- To respond to queries/complaints raised in relation to the Local Electric Vehicle Infrastructure (LEVI) Contract

Monitoring and recording communications

We may monitor communications such as emails and telephone calls for the following purposes:

- Quality assurance;
- Training;
- Compliance.

Give details of how long the data will be stored and criteria used to determine this?

Data collected may be stored for a period of up to 12 months.

Who your information may be shared with

We may share your information with:

- Hertfordshire County Council (Lead authority for LEVI contract)
- Believ (LEVI contract supplier) or a future supplier

The information will be shared internally for the better performance and efficiency of Council services

Keeping your information secure

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

- All data is stored on a database on a secure server which are password protected.

Details of transfers to third country and safeguards

Any personal data transferred to countries or territories outside the European Economic Area ("EEA") will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union.

What rights do you have?

You have certain rights under the Data Protection Act and the EU General Data Protection Regulations (GDPR), these are

- The right to be informed via Privacy Notices such as this
- The right of access to any personal information the council holds about yourself
- The right of rectification, we must correct inaccurate or incomplete data within one month
- The right to erasure. You have the right to have your personal data erased and to prevent processing unless we have a legal obligation to process your personal information
- The right to restrict processing. You have the right to suppress processing. We can retain just enough information about you to ensure that the restriction is respected in future.
- The right to object. You can object to your personal data being used for profiling, direct marketing or research purpose.
- You have rights in relation to automated decision making and profiling, to reduce the risk that a potentially damaging decision is taken without human intervention.

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

If you wish to contact Watford Borough Council's Data controller regarding your personal data and any other concerns you may have regarding its processing you can do so by contacting our Data Protection Officer (see below for contact details) Contact details of the Data Protection Officer:

Data Protection Officer (DPO)
Legal Services, Resources
Hertfordshire County Council
Six Hills Way
Stevenage
Hertfordshire
SG1 2ST
Postal Point: CHO150

Email: watfordDP@hertfordshire.gov.uk

Tel: 01992 588099

Please note that these details are NOT to be used to make an enquiry or dispute a PCN. This is handled separately by writing to the following address:

Transport and Infrastructure,
Watford Borough Council,
Town Hall,
Hempstead Road,
Watford, WD17 3EX

If you are unhappy with how the data controller has processed your data, or if you feel they have acted in a way that has breached your data protection rights you have the right to complain to the information commissioner's office (www.ico.gov.uk)

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. This Privacy was last updated in March 2026.