

## **WATFORD BOROUGH COUNCIL**

### **Legal Support Services - Privacy Notice for Letting of Garages and Parking Spaces**

#### **The identity and contact details of the organisation**

Watford Borough Council (WBC), Democracy and Governance, Legal Support Services

Legal Support Services at Watford Borough Council is committed to protecting and respecting your privacy. For the purpose of the General Data Protection Regulation, and the Data Protection Act 2018 the Data Controller is Watford Borough Council.

#### **Who we are**

Watford Borough Council ('we' or 'us') are a 'Data controller' for the purpose of the General Data Protection Regulations and the Data Protection Act 2018, (i.e. we are responsible for, and control the processing of, your personal information).

#### **What are the legal grounds for processing your information?**

We use your information for the purposes of processing and generating licences for our garage and parking bay compounds. We also keep your details when we add you to our waiting list.

Our legal grounds for processing your information is the performance of a contract with you regarding your application for a garage/parking space or your request to be added to our waiting list for such a garage/parking space.

We work hard to ensure that we only gather information that we need to process your application and manage your licence. However, if you have any concerns relating to this or your privacy in general please speak to the Support Services Manager on 01923 278351 or contact our Data Protection Officer on the contact details below.

#### **Information we collect**

In order to administer our services we collect the following information from you:

- Name
- Address
- Email
- Telephone number
- Bank details
- Copy of Vehicle Registration document (if taking up a Licence)
- Copy of Driving Licence (if taking up a licence)
- Copy of a utility bill (if taking up a licence).

#### **How we use the information we collect**

We use the information provided to either generate a Licence or add your details to our waiting list.

We will only ask for personal information that is appropriate to enable us to deliver our services. In some cases, you can refuse to provide the details if you deem a request to be inappropriate. However, you should note that this may impact on our ability to provide some services to you.

### **How long will we store your data will be stored?**

The information we collect is recorded on our secure database. Once you/we have terminated your Licence, your information will be kept confidentially for one year. This is to enable us to deal with future enquiries/complaints within that year. If you decide to come off of our waiting list, your information will be removed from our database as soon as you notify us you wish to be removed or having contacted you about staying on, you do not reply.

### **Why we process your data**

We need to process your data in order to provide you with the service detailed above.

### **When and why we share your information**

Sometimes, we need to share the information that you give us; either with other service departments within Watford Borough Council or the Police. We do not share your information with other external organisations (unless required to fulfil a public duty to prevent a crime, fraud or tax evasion).

### **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.

## **RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION**

### **Your duty to inform us of changes**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

### **Your rights in connection with personal information**

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.

#### **DATA PROTECTION OFFICER**

The Council's Data Protection Officer (DPO) is responsible for overseeing compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact:

Data Protection Officer (DPO)  
Legal Services, Resources  
Hertfordshire County Council  
County Hall, Pegs Lane, Hertford, SG13 8DE

Postal Point: CHO150

Email: [watfordDP@hertfordshire.gov.uk](mailto:watfordDP@hertfordshire.gov.uk)

Tel: 01992 588099

Should you need to make a complaint about the way your data has been processed, please contact the Data Protection Officer outlining your issues or if you are not fully satisfied you may contact the Information Commissioner's Office online at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or via their helpline: 0303 123 1113.. Please follow this link for further information on the complaints process

#### **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 February 2019.