

WATFORD BOROUGH COUNCIL -Culture and Events

Data Privacy Notices (DPNs) Under GDPR

This Privacy Notice has been provided by Watford Borough Council, Culture and Events who is the Data Controller.

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

We use a third party provider, Bowerbirdy, to manage our Wats On programme. For more information:

<http://bowerbirdy.co.uk/>
<http://www.watson.events/>

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).

This notice explains why we ask for your personal information, how that information will be used and how you can access your records.

Purpose for processing and legal basis?

We will use the information collected to:

- record your attendance at an event
- collect your feedback in respect of an event
- respond to any queries you have in relation to the event
- Research or Customer Satisfaction requirements
- Records of supplier details to ensure the delivery of contracts
- Safeguarding: Child protection and adults at risk

We use your information to administer and deliver public services e.g. we use social media to broadcast messages and updates about events and news. On occasion we may reply to comments or questions you make to us on social media platforms.

Information we collect

We collect the following information such as:

- Childs name
- Emergency contact name and number (Parent / responsible adult)
- Childs age
- Any health related problems or disability
- Childs gender
- Ethnicity

Some examples of when we collect this information include:

- Registration to access the free activities programme delivered on behalf of Watford Borough Council- Wat's On

How we use the information we collect

We may share your information with the following third parties such as:

- Bowerbirdy see their privacy notice. <http://bowerbirdy.co.uk/>
- Council's internal department

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Watford Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

How long the data will be stored?

Data is stored for the duration of each programme cycle. A cycle is either an Easter holiday or summer holiday.

New registration will need to be completed each cycle if returning to use the service. Once the management report is completed for that cycle (approximately 3 weeks after the last session day) all identifiable data will be destroyed.

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.
- All payment processing is done using Axis Income Management compliant systems.

Research & Statistics

Anonymised & Pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

What rights do you have?

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 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
County Hall, Pegs Lane, Hertford, SG13 8DE

Postal Point: CHO150

Email: watfordDP@hertfordshire.gov.uk

Tel: 01992 588099

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

The Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF,
Tel: 01625 545745

Or you can visit their website at www.ico.org.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 January 2019.