

# **WATFORD BOROUGH COUNCIL**

## **Data Privacy Notice Under GDPR**

This Privacy Notice has been provided by Watford Borough Council, Community & Environmental Services - *Parks, Open Spaces and Street Cleansing* - who is the Data Controller

### **Who are we?**

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; this notice also explains what we do with it and who it might be shared with.

### **Why do we need your information?**

We only collect personal data where it is required for the purposes of administering access to services including:

- Providing optimum parks and open spaces maintenance and street cleansing services
- Promoting service improvements and events
- Consultation on service/facility changes
- Responding to customer enquiries and complaints
- Hire of Cheslyn House
- Hire of Cassiobury Park Hub
- Booking of Cassiobury Park events
- Volunteering in Cassiobury Park
- Establishing 'Friends of' groups for parks
- Memorial seat and tree donations

### **What data are we collecting?**

Data collected may include your name, address, telephone number and email address, together with any other information you provide. This may be that of an individual or of a local voluntary/community group, charity, sports club, business or other organisation type. CCTV footage is collected at some locations.

We will only use your information in ways which are permitted by the General Data Protection Regulation and the current UK Data Protection Law. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information on this framework can be found on our website. This authority has a duty to protect the public funds it administers and may use information held about you for all lawful purposes, including but not limited to the prevention and detection of crime including fraud and money laundering. The Council may also use your information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime including fraud or auditing/administering public funds.

## Who will my information be shared with?

The Council will undertake to share information with the following where circumstances or law require:

- Judicial Agencies e.g. Courts
- Police
- Our contractor Veolia who manage the delivery of this service area. For more information about their privacy notice please visit their website.
- Hertfordshire County Council
- Other local authorities
- Other departments within the Council

We will not disclose your personal information to third parties for marketing purposes.

## How long will you keep this information for?

Your personal information will be kept for the minimum amount of time necessary in order to fulfil the purpose for which it was collected. All information will be held securely and destroyed under confidential conditions. Please refer to our retention policy which available [here](#).

## How will my information be stored?

Information will be stored electronically on a secure network and/ or securely in paper form. Watford Borough council will ensure our partners are gathering, processing, storing and deleting your personal information.

## 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.

### **What legal basis allows you to use my information?**

The following legislation, policy and guidance cover parks, open spaces and street cleansing:

- The Localism Act 2011
- Wildlife and Countryside Act 1981
- Environmental Protection Act 1990

### **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](mailto: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](http://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 February 2019.