

Who is the Data Controller for the information I provide?

Watford Borough Council is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice. It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

Why we are collecting your data

The Mayor's Office manages the Elected Mayor's appointments and also deals with all phone calls and correspondence received by the Elected Mayor's office including via social media on the Mayor's official accounts.

What is the legal process for collecting this data?

- If you have contacted the Elected Mayor's office and provided your personal information then this will be used for your legitimate interest to investigate your enquiry/problem to fulfil the task of acting in the public interest.
- Where the Elected Mayor's office has been given information about other people then this would be used for the performance of a task carried out in the public interest by the council, in order for the office to assist the functions of the Elected Mayor.
- For some activities the Elected Mayor's office will need to process more sensitive personal information about you for reasons of substantial public interest as set out in the Data Protection Act 2018. It is necessary for the Elected Mayor's office to process this more sensitive information for a number of reasons including:
 - To carry out key functions as set out in law
 - In order to protect your vital interests or the vital interests of others in circumstances where the Elected Mayor's office will not be able to seek your consent
 - Or with your explicit consent

Do I have to provide this information and what will happen if I don't?

If you do not provide information to us we may not be able to provide you with the assistance you are seeking, for example contacting the Elected Mayor.

What are the principles on which you protect my data?

We will comply with data protection legislation. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Who will your information be shared with?

We will share information with other departments of the Council including councillors and outsourced services i.e., Veolia, our partner for waste and parks, as necessary in order for us to answer your enquiry.

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

The Elected Mayor's Office may often receive concerns or issues regarding other bodies and therefore may need to refer the question or complaint to them. Details of third parties we are likely to contact are set out below, we will check with you before passing on your details. We would not generally pass personal details of residents who contact the Elected Mayor's office without checking unless we were required to do so by law or where this is in connection with a criminal investigation.

- Watford Community Housing
- Hertfordshire County Council
- Health Authority/Hospital Trust
- Hertfordshire Constabulary

How long will you keep this information for and why?

We will keep your information in accordance with the Council's retention policy

How will my information be stored?

The information will be stored on various computer systems depending on the reason why we have obtained it.

Is my data secured?

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees and third parties who have a business need to process it. Third parties will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Will this information be used to take automated decisions about me? Yes/No

No

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

Will my data be transferred abroad and why? Yes/No

No

What rights do I have when it comes to my data?

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 or wish to make complaint about how we handle your personal information, please contact the Data Protection Officer on the details below:

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 not satisfied you can complain to the Information Commissioner's Office at:-

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

or you can visit their website at 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