

Privacy Notice for Community Safety Service

Data Controller: Erewash Borough Council, Town Hall, Wharncliffe Road, Ilkeston, Derbyshire, DE7 5RP

Data Protection Officer: Rachel Fernandez, Performance and Community Manager, Erewash Borough Council, Town Hall, Wharncliffe Road Ilkeston, Derbyshire, DE7 5RP, email rachel.fernandez@erewash.gov.uk, tele: 0115 9072244

Introduction

The Council is committed to being transparent about how it collects and uses the data it collects and to meeting its data protection obligations.

The Community Safety Team provide services centered on reducing crime, disorder and anti-social behaviour in our communities, and the fear of these. We collect, hold and process personal data to be able to provide tailored services to you in response to your contact with us.

What information does the council collect?

We only collect any personal data about you that we need in order to provide the services we have discussed with you or to fulfil our statutory duties. The information we ask for and retain will depend on the nature of your contact with us. For example, if you contact us to discuss an anti-social behaviour complaint we:

- normally make up a file containing the details of the complaint. This usually contains the identity of the complainant and any other individuals involved in the complaint.
- will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.
- in certain circumstances, may have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute.

If you don't want information which may identify you to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis or in other circumstances for example a neighbour dispute, it may become apparent, who has complained. We:

- will keep personal information contained in complaint files in line with our retention policy, which is available on request. Information relating to a complaint will normally be retained for up to 7 years from when the complaint is resolved.

- will ensure that the data will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Why does the council process personal data?

The purpose for collecting your data is so that we can support and work with you to resolve your community safety complaint or query including to:

- Deliver services and support to residents and businesses
- Help investigate any concerns or complaints including those raised by councillors or MPs on behalf of constituents
- Plan and manage council services, including checking on the quality of services and developing future services
- Carry out the Council's regulatory, licensing and enforcement functions, for example alcohol licensing, planning permissions, trading standards and food safety
- Check an individual's identity or entitlement to personal information
- Carry out research and consult with residents and people who use council services
- Fulfil our statutory obligations such as protecting vulnerable children and adults

We're very serious about protecting your privacy and when we ask for information about you, it will only be data we need and we will take all possible steps to keep it safe.

Who has access to data?

In many circumstances we will not share or disclose personal information without your consent, and we will only share information that is required. However when we investigate a complaint, for example, we will need to share personal information with any organisations or other relevant bodies who are able to assist in the investigation or resolution of your complaint or query. We have agreements in place with these partner organisations, including NHS organisations and the police to share information where this will benefit individuals or the local community. We will usually obtain your consent to do this, but in certain circumstances may not need consent. The Derbyshire Partnership Forum Information Sharing Protocol Agreement sets out the conditions under which we will share information with other organisations.

We may pass relevant information, such as your contact details, on to different parts of the council so that we can co-ordinate our services properly. For example, housing will tell the council tax team when someone has a change of address.

Where we do not directly provide a particular service, we may need to pass your information on to the company or organisation which provides services on our behalf. If this is the case in your complaint or query, we will tell you about this. A

list of the types of organisations can be found on our Data Protection Register Entry

We may pass your information to other agencies or organisations without your consent as allowed or required by law, for example:

- to enable them to carry out their statutory duties or where it is necessary to prevent harm to yourself or other individuals,
- for the purposes of preventing or detecting crime/fraud or apprehending and prosecuting offenders (for example to the police, Cabinet Office, Department for Work and Pensions or as part of the National Fraud Initiative), or
- for child protection purposes and in connection with mental health law.

How does the council protect data?

The council takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

For how long does the council keep data?

Erewash Borough Council will keep the information in line with our Data Retention Policy or 12 months from the date of case closure (for a report of anti-social behaviour) after which time it will be deleted.

You are able to withdraw your request at any point by emailing Community Safety and our record of your information will be considered for deletion.

Your rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request
- Require the council to change incorrect or incomplete data
- Require the council to delete or stop processing your data, for example where the data is no longer necessary for the purpose of processing; and
- Object to the processing of your data where the council is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Council's nominated Data Protection Officer, Rachel Fernandez, performance and community Manager. Erewash Borough Council, Town Hall, Wharncliffe Road Ilkeston, Derbyshire, DE7 5RP, email rachel.fernandez@erewash.gov.uk, tele: 0115 9072244

If you believe that the council has not complied with your data protection rights, you can complain to the information Commissioner.

Automated decision-making

The Community Safety Service is not based on automated decision-making.