



Privacy Notice 2017

www.lancashire.gov.uk



Privacy Notice 2017

Being transparent and providing accessible information to individuals about how we use personal information is a key element of the Data Protection Act 1998 and the General Data Protection Regulation (Regulation (EU) 2016/679). The most common way to provide this information is in a privacy notice.

Data Controller

Lancashire County Council is registered as a data controller with the Information Commissioner's Office (registration number: Z542705X).

Contact details for the council's data controller are:

Information Governance Team
Lancashire County Council
PO Box78
County Hall
Preston
PR1 8XJ

Email: dataprotection@lancashire.gov.uk

Purpose of Processing Personal information

As a local authority, the council delivers services to you. In order to do this in an effective way we will need to collect and use personal information about you.

If you use a specific council service, we will usually let you know how that service will use your personal information via a separate privacy notice.

The Data Protection Act 1998 and the EU General Data Protection Regulation ensure that we comply with a series of data protection principles. These principles are there to protect you and they make sure that we:

- Process all personal information lawfully, fairly and in a transparent manner.
- Collect personal information for a specified, explicit and legitimate purpose.
- Ensure that the personal information processed is adequate, relevant and limited to the purposes for which it was collected.
- Ensure the personal information is accurate and up to date.
- Keep your personal information for no longer than is necessary for the purpose(s) for which it was collected.

- Keep your personal information securely using appropriate technical or organisational measures.

Consent

We will usually seek your consent prior to processing or sharing your information, however, if there is a legal reason, as outlined under the Data Protection Act 1998, we may not require your consent, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime. Where we need to disclose sensitive or confidential information such as medical details to other partners, we will do so only with your prior explicit consent or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

Categories of personal data

We process:

- Personal information relating to identified natural persons used to deliver services such as:
 - Adult and children's social care, human resources, special educational needs, planning applications, access to information requests, legal claims, school appeals, library cards, blue badges, customer services, highways claims and complaints, pensions, children's services, parking services, care homes, early years, youth offending, trading standards and more.
- Sensitive information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, and data concerning health or sex life.
- Health and wellbeing information. All local authorities have a duty to improve the health of the population they serve. To help with this, we use information from a range of source data, including data collected at the registration of a birth or death to understand more about the health and care needs in the area.
- Research and statistical data to provide intelligence about Lancashire including demographic data, population projections, the economic situation, health and wellbeing information. This personal information is often pseudonymised when an identifier such as name is replaced with a unique number.

Information Sharing

To ensure that the council provides you with an efficient and effective service we will sometimes need to share your information between teams within the council as well as with our partner organisations that support the delivery of the service you may receive, for example:

- NHS
- District Councils
- Police
- Fire Service
- HMRC
- DWP
- Voluntary organisations

We will also need to supply your information to organisations we have contracted to provide a service to you.

We will only ever share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

We will never share your information for marketing purposes.

Before sharing information the council will ensure that:

- Privacy Notices are completed if appropriate.
- Technical security such as encryption and access controls are in place to keep information secure.
- Information Sharing Agreements are completed showing the rules to be adopted by the various organisations involved in the sharing exercise.
- Privacy Impact Assessments are completed to assess any risks or potential negative effects.
- Common retention periods and deletion arrangements are set for the information.
- Subject access rights are catered for.

Details of transfers to third country and safeguards

Your personal and sensitive data will only be stored and processed on servers based within the European Economic Area (EEA).

Retention Periods

We will only keep your information for as long as it is required to be retained. The retention period is either dictated by law or by our discretion. Once your information is no longer needed it will be securely and confidentially destroyed.

Your Rights

You have certain rights under the Data Protection Act 1998 and the EU General Data Protection Regulations (GDPR), these are:

- The right to be informed via Privacy Notices such as this.
- The right of access to any personal information the council holds about yourself. To request a copy of this information you must make a subject access request in writing, either via a letter to Information Governance Team, Lancashire County Council, PO Box78, County Hall, Preston, PR1 8XJ, or via email to: dataprotection@lancashire.gov.uk.
- To ensure that we can deal with your request as efficiently as possible you will need to include your current name and address, proof of identity (a copy of your driving licence, passport or two different utility bills that display your name and address), as much detail as possible regarding your request so that we can identify any information we may hold about you, this may include your previous name and address, date of birth and what council service you were involved with.
- Lancashire County Council does not charge for making a subject access request. You are entitled to receive a copy of your personal data within 40 calendar days of our receipt of your subject access request.
- The right of rectification, we must correct inaccurate or incomplete data within one month.
- The right to erasure. You have the right to have your personal data erased and to prevent processing unless we have a legal obligation to process your personal information.
- The right to restrict processing. You have the right to suppress processing. We can retain just enough information about you to ensure that the restriction is respected in future.
- The right to data portability. We can provide you with your personal data in a structured, commonly used, machine readable form when asked.
- The right to object. You can object to your personal data being used for profiling, direct marketing or research purposes.
- You have rights in relation to automated decision making and profiling, to reduce the risk that a potentially damaging decision is taken without human intervention.

Access to the Council's Decision Making process

Information on the constitution of the council can be found here: [Decision Making Process](#)

Access to Council Official Information

Under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 you have a right to request any recorded official information held by the council. The information you require may already be publicly available. The council has a duty to make official recorded information available. The council has a duty to make information available via a publication scheme. Before you submit a request please check the [publication scheme](#).

If you need to make a request, it must be done in writing. You can:

- [Submit a request online](#)
- Email freedomofinformation@lancashire.gov.uk
- Write to:

Information Governance Team
Lancashire County Council
PO Box78
County Hall
Preston
PR1 8XJ

You do not need to say why you want the information. Your request must include your name, and an address for correspondence (if you apply by email, your email address is a suitable address for correspondence). Please ensure you identify the information you want as clearly as possible.

With certain limited exceptions, you are entitled to a response within 20 working days.

It costs nothing to make a freedom of information request. However, the county council can refuse to deal with your request if doing so would cost more than £450 (which equates to 18 hours' work). In extreme circumstances, the county council may also charge for the cost of photocopying and postage.

You may not get the information you asked for:

- If the council does not hold the information you have requested
- If the information is exempt from disclosure
- if finding the information you have requested would take longer than 18 hours

If we are unable to supply any of the information you have requested, we will tell you the reasons why. More information available in the [exemptions guide](#).

For more details please refer to the [Information Commissioner's Office](#) website.

Collecting Information Automatically

Please see our [cookies page](#) for further information about the information we collect automatically when using our website.

Information Security incident

Should you wish to report an information security incident you can use our electronic reporting tool: [Report an Information Security Incident](#)

Complaints, Comments and Compliments

If you wish to make a compliment, comment or complaint about how the council are processing your data, then please visit [send a compliment or comment or make a complaint to the council](#).

If you are still dissatisfied with how the council have handled your complaint, you may contact the Information Commissioner's Office.

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 08456 30 60 60
Website: www.ico.gov.uk

Changes

If this privacy notice changes in any way, we will place an updated version on this page. By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with others.

Service or Project Specific Privacy Notices

Services using large amount of personal or sensitive information will have their own dedicated privacy notice to tell people what information is being shared. These notices will map out how personal information flows through the service or project and how it is processed. The following Information Commissioner's Office (ICO) guidance is used when creating service or project specific privacy notices:

[Privacy Notice Checklist](#)

Project specific privacy statements can be found here: [Privacy Notices](#)