



HILLINGDON

LONDON

DATA PROTECTION PRIVACY NOTICE FOR CUSTOMER CONTACT CENTRE, HILLINGDON FIRST CARD, BLUE BADGE AND FREEDOM PASSES.

Why are we providing this Notice to you?

The Council, in its capacity of Data Controller, holds certain information about you ('personal data') which it needs to process for the purpose of providing the above service. This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found on its website at the following link: <http://www.hillingdon.gov.uk/privacy>

What personal data do we hold in the Customer Contact Centre, Hillingdon First Card, Blue Badge and Freedom Passes:

The types of data we hold and process will typically include:

- Name and full address including post code, dates of birth, national insurance number, telephone and email addresses.
- Next of kin details including names, contact numbers and addresses.
- Any known underlying vulnerabilities, medical or mobility issues which are used to determine eligibility to some services and may affect the way in which we provide services.
- Details of other services that you have reported or accessed.
- Details of support providers who may currently provide a service to you.
- A record of your rent payments or arrears.
- Your bank / building society account details where you pay rent or service charges by direct debit.
- Individual NHS number.

What is our purpose for processing your personal data

We use your information when you contact the Council through the Customer Contact Centre via the telephone, online, email, face to face to action any request received, or record any information requested, or to report an issue, when you make a payment or make an application.

We use the information to verify your eligibility as a Hillingdon Resident for the Hillingdon First Card.

We also use the information to assess your eligibility for either a Blue Badge or Freedom Pass.

If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data

- We have obtained your freely given and specific consent and have informed you that you have the right to withdraw it at any time
- We need it in order to perform a contract between the Council and yourself
- We need it to perform a task in the public interest

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we can lawfully process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a natural persons sex life or sexual orientation.

The Do It Online system does ask information regarding your ethnic origin, however this is not compulsory and can be removed or updated using the features in the 'Update your details' section.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to in order to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

For Blue Badge and Freedom Pass applications that are incomplete, cancelled or for those holders that are deceased we retain your record for 6 month at which time we will send for destruction.

Organisations that we may share your personal data with

The circumstances in which the Council may do this are set out in the Council's Generic Data Protection Privacy Notice.

Internal Sharing of Data

We may share some of your data with other services within the London Borough of Hillingdon. Common examples include:

Counter Fraud

Business improvement Delivery (BID)

These services (where required) have a privacy notice detailing the legal basis on which they process the data

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or [in very limited circumstances] erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline 0303 123 1113.

If you wish to exercise any of these rights, please contact Louise Forster. You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact Louise Forster for further information
Louise Forster - Access Channel Manager Customer
Contact Centre
Civic Centre
High Street
Uxbridge
UB8 1UW
E-mail: lforster@hillingdon.gov.uk Telephone: 01895 556021

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Glen Egan, Acting Head of Legal Services and Monitoring Officer
Civic Centre, High Street,
Uxbridge UB8 1UW

E-mail: gegan2@hillingdon.gov.uk Telephone: 01895 277602