



HILLINGDON

LONDON

DATA PROTECTION PRIVACY NOTICE FOR INSURANCE SERVICE

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 Insurance services. 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 at: www.hillingdon.gov.uk/privacy

What personal data do we hold

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

- Full name;
- Address;
- National Insurance (NI) number;
- Date of Birth;
- Details of specific injury as a result of an accident;
- Bank account details;
- Photographs; and
- CCTV footage.

We obtain some of this data directly from you and we may also obtain it from other sources. Where this is the case, we will set out in this Notice the identity and the contact details of the relevant data controller and also the contact details of their data protection officer, where applicable. We will also identify from which source the personal data originates, and if applicable, whether it came from publicly accessible sources.

We will also let you know the recipients or categories of recipients of the personal data, if any.

What is our purpose for processing your personal data

The Insurance Service aims to protect the Council and members of the public from possible risk. We use your personal data as an integral part of our claims processing and national fraud investigation work.

As part of our role to investigate claims and ensure compliance with legal statutes the Service must obtain this information to process claims effectively, efficiently and economically. Without obtaining this data claims cannot progress further and claimants could be adversely affected.

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 need it to comply with a legal obligation;
and
- 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.

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.

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.

What happens if you provide personal data to us because of a statutory or contractual requirement

We will let you know of your obligation and also let you know of the possible consequences if you fail to provide it.

What happens if your personal data is subject to automated decision-making including profiling

We will inform you of the existence of this as well as the significance and the envisaged consequences of such processing for yourself.

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 the Insurance Team. 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 the Insurance Team for further information using the following email address, insuranceteam@hillington.gov.uk.

Statutory Data Protection Officer

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

Data Protection Officer
Legal Services
Civic Centre
High Street
Uxbridge
UB8 1UW

Email: DPO@hillington.gov.uk