

Wolverhampton City Council – Full Privacy Notice

Last updated 21st January 2014
Version 1

Overview

Wolverhampton City Council collect holds and processes a considerable amount of information, including personal information about the citizens it serves, to allow it to provide services effectively.

The Council recognises that this information is important to the citizens and that it is responsible to the citizens for the information it holds about them. As such, it takes seriously its responsibilities to ensure that any personal information it collects and uses is done so proportionately, correctly and safely.

The Council collects, holds and uses personal data to allow it to provide services on behalf of the citizens of the City of Wolverhampton. These services include, amongst others, providing schools and educational facilities within the city; providing care and support for vulnerable individuals and their families; maintaining and improving the environment of the city and protecting the citizens generally.

This notice explains how we use and share your information. Information may be collected on a paper or online form, by telephone, email, CCTV or by a member of our staff, or one of our partners.

Why do we collect information about you and how do we use it?

Wolverhampton City Council will use your personal data for a limited number of purposes, and at all times within the rules set out in the Data Protection Act 1998.

We will process personal data for the following purposes:

- For the purpose to which you provided the information. e.g. processing information given on a benefit claim form for the purpose of processing your benefit claim
- To allow the Council to be able to communicate and provide services appropriate to your needs
- To ensure that the council meets its legal requirements

- Where necessary for the Council's Law Enforcement functions, e.g. licensing, planning enforcement, trading standards, food safety, etc.
- Where the processing is necessary for the prevention and/or detection of crime

- To process financial transactions including grants, payments and benefits involving the Council, or where the Council is acting on behalf of other government bodies, e.g. Department for Works and Pensions
- Where you have consented to the processing
- Where necessary to protect individuals from harm or injury or
- Where otherwise permitted under the Data Protection Act 1998, e.g. disclosure to comply with legal obligations.
- To allow the statistical analysis of data to allow the Council to effectively target and plan the provision of services.
- obtain your opinion about our services

We may not be able to provide you with a product or service unless we have enough information, or your permission to use that information. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances the law sets the length of time information has to be kept.

What kind of information does the Council collect about me?

We will collect personal details appropriate to the service you require. In some areas, this may simply mean registering contact details such your name, address and email details.

In other services collection will be relevant to the service provided. Data collection will be relevant to the service and no more information will be collected than is required to deliver that service.

Who else may see my information?

Your personal information may be shared with internal departments or with external partners and agencies involved in delivering services on our behalf. They will only have access to your information on a need to know basis.

The Council may also disclose personal data to third parties, but only where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime, or where it is necessary to allow a third party working for or on behalf of the Council.

Examples of third parties who we may share your information with, as stated above, include but are not limited to:

- Health bodies
- Police
- Ofsted
- Regulatory bodies such as the Department of Work and Pensions or the Care Quality Commission

The Council will strive to ensure that any personal data in its care will be kept safe and that where your information is disclosed to a third party, the Council will seek to ensure that the third party has sufficient systems and procedures in place to prevent

the loss or misuse of personal data. See the [Wolverhampton Information Sharing pages](#) for more details on our partners that we may share information with.

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.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk.

Detect and prevent fraud

Wolverhampton City Council is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of fraud.

As well as conducting our own Data Matching we may also share this information with other public bodies, such as; the Audit Commission, the Department for Work and Pensions, other Local Authorities, HM Revenues and Customs, the Police, as well as utility companies, credit reference agencies and service providers/contractors and/or partner bodies, where the disclosure of such information is either:

- a) necessary for the purposes of the prevention and/or detection of crime; and/or,
- b) is otherwise necessary to comply with any other legal obligation.

Equalities

Wolverhampton City Council may use information about your ethnic background, first language, gender, sexual orientation and age ("equalities data") for the purposes of compiling statistical data about the population of the city at large and the take up council services by various groups, both to assist in complying with their legal obligations and to assist the council in the effective planning and provision of future services.

Such statistical data or statistical analysis will not allow the identification of any specific individual nor will it have any impact on any individual's entitlement to council services and facilities.

Telephone calls

Ordinarily we will inform you if we record or monitor any telephone calls you make to us. This will be used, to increase your security, for our record keeping of the transaction and for our staff training purposes.

Emails

If you email us we may keep a record of your contact and your email address and the email for our record keeping of the transaction. For security reasons we will not include any confidential information about you in any email we send to you, unless

secure communication methods are used or you have agreed to this method of communication and the address can be verified in some way. We would also suggest that you keep the amount of confidential information you send to us via email to a minimum or use post.

How your information is kept secure?

Everyone working for the Council has a legal duty to keep information about you confidential and secure under the Data Protection Act 1998 and the Caldicott principles. We use the minimum amount of information required to inform the people who need to know to provide you with services.

Anyone who receives information from us is also under a legal duty to do the same and has a confidentiality clause in their contract.

We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of paper records or delete any electronic personal information in a secure way.

How do I access information held about me?

For further information about either requesting access to your personal data or to cease processing personal data please contact the Council's Corporate Information Governance Unit.

All requests under the Data Protection Act must be made **in writing** to the Council and directed to:

In the first instance: E-mail data.protection@wolverhampton.gov.uk

Alternatively request can be made in writing to:

Data Protection
Wolverhampton City Council
Civic Centre
St Peter's Square
Wolverhampton
WV1 1SH

Telephone: 01902 554498

You have the right to request that Wolverhampton City Council cease processing your personal data in relation to any Council service. Where possible, the Council will seek to comply with your request but there may be some situations where it will not be able to do this, e.g. where the Council is required to hold or processing information to comply with a legal requirement. However, this may cause delays or hinder the Council's ability to provide services to you.

Whilst the Council tries to ensure that any personal data it holds about you is correct, there may be situations where the information it holds is no longer accurate. If this is the case, please contact the department holding the information or the Corporate Information Governance Unit so that any errors can be investigated and corrected.

How can I ask about other information held by the Council?

The Freedom of information act 2000 allows you to access recorded information held by public authorities in England, Northern Ireland and Wales. No personal information can be given out under the Act. If you want to make a request please make your question as specific as possible so we can find the information you want.

Any request for Freedom of information should be forwarded on to:

E-mail: foi@wolverhampton.gov.uk

Freedom of Information Coordinator
Office of the Chief Executive
Wolverhampton City Council
Civic Centre
St Peter's Square
Wolverhampton
WV1 1SH

Further Information

Wolverhampton City Council will comply with the legal requirements set out by the Data Protection Act 1998 in relation to the collection, holding and processing of your personal data.

We will provide further information of what information is shared with other organisations on data collection forms, service specific privacy notices and information sharing agreements.

If you would like to know more please contact the information governance team on Information.Governance@wolverhampton.gov.uk

If you require general information about the Data Protection Act, information is available on the Information Commissioner's web site: www.ico.gov.uk.

Changes to this privacy notice

Wolverhampton City Council will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law. When such changes occur, we will revise the "last updated" date at the top of this notice.

Wolverhampton City Council encourages you to periodically visit the Council's web site to review this notice and to be informed of how Wolverhampton City Council is protecting your information.