

## Privacy Notice: Commissioning and Lifeline

### Your Personal Data

#### Who we are:

We are Harborough District Council and your privacy is important to us. We aim for full transparency on how we gather, use, and share your personal information in accordance with the General Data Protection Regulation.

If you have any concerns about how the Council is handling your personal data, these can be raised with the Council's Data Protection Officer:

Harborough District Council, The Symington Building, Adam and Eve Street, Market Harborough, Leicestershire, LE16 7AG

Telephone 01858 828282 Email [FOI@harborough.gov.uk](mailto:FOI@harborough.gov.uk)

We keep our privacy notice under regular review and we will place an updated version on this page. This will help ensure that you are always aware of what information we collect and how we use it.

#### What we need

We will only collect personal data about you where it is required for the purposes of administering access to Commissioning and Lifeline Services. This could include your name, date of birth, address, telephone number, email etc. together with information you have given us and information that we receive from third parties e.g. landlords.

#### Why we need it

Lifeline services are services provided under contract and the Council requires your personal data in order to ensure that it can fulfil its obligation to you as part of that contract. In many cases the service provides a vital link service and as such processing the data we do is necessary in the vital interests of those who contract to use this service.

The processing of your information is necessary for compliance with the legal obligations contained in these Acts to facilitate a statutory obligation and provide access to Council services.

#### What we do with it

Your personal information will be treated as confidential but it may be shared with other Council services in order to ensure our records are accurate and up-to-date, and to improve the standard of the services we deliver. We will only use your information in ways which are permitted by the General Data Protection Regulation and the current UK Data Protection law.

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data. More information on this framework can be found on our [website](#)

This authority has a duty to protect the public funds it administers, and may use information held about you for all lawful purposes, including but not limited to the prevention and detection of crime including fraud and money laundering.

The Council may also use your information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime including fraud or auditing/administering public funds.

There is also information about your computer hardware and software that is automatically collected by Harborough District Council. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by Harborough District Council for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Harborough District Council Web site.

The Council will also undertake to share information with the following where circumstances or law require:

- Judicial Agencies e.g. Courts
- Police
- Health Agencies
- Education Providers
- Other Local Authorities
- Immigration Service
- Government Departments e.g. HMRC, DWP, DCLG
- Safeguarding Boards
- Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.) and IT services
- Elected Members & MPs (as your representative)
- Funding Bodies

We will not disclose your personal information to third parties for marketing purposes.

### **What are your rights**

You have the right to:

- request a copy of your information (known as a subject access request)
- request rectification or erasure of your information,
- request a restriction on the processing of your information, and,
- object to processing of your information,
- complain to the Information Commissioner's Office about the way the Council processes your information.
- set your browser to remove or reject cookies before using Harborough District Council website

## **What Special Category information does HDC collect from and about you?**

We collect and use different types of personal information about you, depending on your circumstances or your individual needs and requirements. This may include details of and medical and financial needs assessments which may be required in order for the Council to deliver its service to you. Processing your data in this manner is necessary for the reason of the health of the customer. Additionally processing is necessary to protect the vital interests of the data subject.

If you require further information about the use of your data or would like to exercise any of the above rights, please contact:

Data Protection Officer, Harborough District Council, The Symington Building, Adam and Eve Street, Market Harborough, Leicestershire, LE16 7AG

## **Transferring information overseas**

In certain circumstances we may transfer your information to organisations in other countries on the basis that anyone to whom we pass it protects it in the same way we would and in accordance with applicable laws.

## **How your information is stored.**

Currently all related data processing is carried out and stored with username, password and profile restricted system and network storage locations. Access to such systems is profiled to be on a role/need basis. Some bespoke systems are used and restricted in the same manner.

## **How long we keep your information**

We will keep your information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. Please see the Council's [Document Retention Policy](#) for further information.

## **Website information**

Harborough District Council encourages you to review the privacy statements of Web sites you choose to link to from Harborough District Council so that you can understand how those Web sites collect, use and share your information. Harborough District Council is not responsible for the privacy statements or other content on Web sites outside of the Harborough District Council family of Web sites.

## **Use of Cookies**

The Harborough District Council Web site use "cookies" to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a Website via your web browser. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.