

This privacy notice explains how Tamworth Borough Council collects, uses and protects personal information when handling Subject Access Requests and Freedom of Information Requests.

It explains what personal information we collect about you, why we need it, how long we keep it, who we may share it with, and how you can exercise your rights.

Data Controller:

Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B797BZ

Data Protection Officer:

Nicola Hesketh
Tamworth Borough Council
Marmion House
Lichfield Street
Tamworth
Staffordshire
B79 7BZ

Email: data-protection@tamworth.gov.uk

Retention:

Records are kept in accordance with the Council's retention schedule and we will not keep your information for longer than necessary. Our Retention Schedule can be found at:

<https://www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf>

Rights: You have certain rights under UK Data Protection law including:

- The right to be informed
- The right of access to your personal data
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing

- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

All rights may not be available to you in all circumstances. Further information about your rights is available on our website at: <http://www.tamworth.gov.uk/privacy-notice> or the ICO Website via the link below:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Information Collected

We may collect the following information: name, address, email address and phone number.

For Subject Access Requests only

Due to the importance and personal nature of the information collated and released in response to a Subject Access Request we have to be certain that the person we are communicating with is the same person whose information is being requested.

To achieve this, we will request copies of Proof of Identification documentation such as a driving licence or passport and Proof of Address documentation such as current Council Tax bill or a current utility bill.

These copies are permanently deleted within 40 days of receipt. We have no requirement for them once your identification and address have been verified and so they are not held and only the receipt of the documents is recorded.

“Special” category Information Collected

Where we need to process special category information included in a request or supporting evidence, we will only do so where UK data protection law permits it.

Purpose for collecting your information

We collect this information to process your Subject Access Request or Freedom of Information Request.

We will use it to contact you regarding your Subject Access Request or Freedom of Information Request and to provide you with a response.

We will use it to keep a record of all Freedom of Information Requests and Subject Access Requests made to the authority.

Legal basis for using your information

We will only use your personal information when the law allows us to. Most commonly we will use your personal information under **Legal Obligation** as the processing is necessary for us to comply with the law namely:

UK General Data Protection Regulation and Data Protection Act 2018
Freedom of Information Act 2000

Third parties we may share information with

We will share your personal information with third parties where required by law or where it is necessary to process your Subject Access Request or Freedom of Information Request. Examples of the organisations we may need to share information with are:

None

Third-Parties Service Providers – Which third parties process my personal information?

Third-Party Service Providers are companies who process your information on Tamworth Borough Council's behalf.

The following third parties process personal information about you for the following purposes:

None

How secure is my information with third-party service providers?

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with the GDPR regulations. Our third-party service providers are not permitted to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your personal data is processed (including storage) within the European Economic Area only.

More information

Tamworth Borough Council's Privacy Notice can be found at:

<http://www.tamworth.gov.uk/privacy-notice> or a hard copy provided upon request.

If you wish to raise a concern with us first, please contact the Information Governance Team by contacting us here: data-protection@tamworth.gov.uk and tell us what you are concerned about so that we can review the matter.

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance using the above email address. Alternatively, you can [contact the Information Commissioner's Office](#).

This Privacy Notice may change from time to time and will be subject to annual review. The last known update/review date can be located at the top of the 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.