



Blackburn with Darwen Council Privacy Notice

Service area – Customer Services

This Privacy Notice explains how we use and share information. We will 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.

Who we are and what we do

Blackburn with Darwen Borough Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under the Data Protection Act. We are a public authority and have a nominated Data Protection Officer.

What type of personal information do we collect?

Our ICO registration entry describes in general terms the purposes, the categories of personal data and the categories of the recipients – see entry [Z6166514](#). This entry applies to council staff and members of the public. For further details, see service specific privacy notices.

Why we collect information about you

We need to collect and hold information about you, in order to:

- deliver public services.
- confirm your identity to provide some services.
- contact you by post, email or telephone.
- understand your needs to provide the services that you request.
- understand what we can do for you and inform you of other relevant services and benefits.
- obtain your opinion about our services.
- update your customer record.
- help us to build up a picture of how we are performing at delivering services to you and what services the people of Blackburn and Darwen need.
- process financial transactions.
- prevent and detect fraud and corruption in the use of public funds.
- allow us to undertake statutory functions efficiently and effectively.
- make sure we meet our statutory obligations including those related to diversity and equalities.

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.

For service level details, see service specific privacy notices.

How we use your information

We will use the information you provide in a manner that conforms to the Data Protection legislation. 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.

In general, we process your information for the following purposes:

- for the service you requested, and to monitor and improve the council's performance in responding to your request.
- to allow us to be able to communicate and provide services and benefits appropriate to your needs.
- to ensure that we meet our legal obligations.
- where necessary for the law enforcement functions.
- to prevent and detect fraud or crime.
- to process financial transactions including grants, payments and benefits involving the council, or where we are acting on behalf of other government bodies, e.g. Department for Work and Pensions.
- to collect monies owed to us.
- where necessary to protect individuals from harm or injury.
- to allow the statistical analysis of data so we can plan the provision of services.

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or because of a legal requirement, and it will only do so, where possible, after we have ensured that sufficient steps have been taken to protect the personal data by the recipient. We do not sell your information to any organisation.

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. You will be told about this.

Information sharing

We may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely, and use them only to fulfil your request. If we wish to pass your sensitive or confidential information onto a third party, we will only do so once we have obtained your consent, unless we are legally required to do so.

We may disclose information to other partners 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.

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.

At no time will your information be passed to organisations external to us and our partners, for marketing or sales purposes or for any commercial use without your prior express consent.

We will provide further information of what information is shared with other organisations on data collection forms, service specific privacy notices and sharing agreements. These agreements can be found on our 'sharing your information' page and related links at www.blackburn.gov.uk.

Communication with the Council

Telephone calls and Live chat

We will inform you if we record or monitor any telephone calls you make to us. Calls made direct to, or from, our Customer Service Centre are recorded and kept for 12 months from the date of the call. We do not record any financial card details if you then make payments by telephone. If the call is transferred to a member of staff outside the Customer Service Centre, the recording stops. Calls may be recorded if telephoning direct to other service teams on alternative numbers.

Live chat is an alternative to the telephone. You can print or receive an email of your chat record each time. Chat is transcribed and a record kept for 12 months from the date of the recording.

These records will be used, to increase your security, for our record keeping of the transaction and for our staff training purposes.

CCTV/Surveillance

We have installed CCTV systems in some of our premises used by members of the public, for the purposes of public and staff safety and crime prevention and detection. CCTV is also installed on the outside of some of our buildings for the purposes of monitoring building security and crime prevention and detection.

Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

You have the right to see CCTV images of yourself and be provided with a copy of the images.

We will only disclose images and audio to other authorised bodies who intend to use it for the purposes stated above. Images and audio will not be released to the media for entertainment purposes or placed on the internet for public viewing.

We operate CCTV and disclose in accordance with the codes of practice issued by the Information Commissioner and the Home Office.

How long your information will be held

We will not keep your information any longer than needed to provide the services you require. We may keep your data longer if we need to retain it for legal, regulatory

or best practice reasons. We will tell you in our service specific privacy notices of the retention period that applies.

How we protect your information

The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't be allowed to see it.

We have a comprehensive set of Information and Security policies. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. We provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly.

We conduct assessments of privacy when making changes to processes or systems that hold your personal data. We assess the technical security of our systems and supplier systems.

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.

We will investigate data incidents where we have found that your personal information may have or has been disclosed inappropriately and attempt to recover any data. We will inform you unless we decide it would present a risk to you and inform the authorities such as Police, Information Commissioner or NHS where required.

Your information rights

In general, you have the right to request that Blackburn with Darwen Borough Council:

- provide a copy of your personal information.
- correct any errors in your personal information and restrict processing until completed.
- object to the processing, depending on the service and legal basis.
- erase personal information, depending on the service and legal basis.
- withdraw consent and have your data deleted, if consent is used as the legal basis for the service.
- to be informed of automated decision making, including profiling for the service.

The service specific privacy notice will detail what information rights you have.

Where possible we will seek to comply with your request but we may be required to hold, retain or process information to comply with a legal obligation or as a public task.

We try to ensure that any information we hold about you is correct. There may be situations where you find the information we hold is no longer accurate and you have the right to have this corrected. Please contact the Council service/team holding your information in the first instance.

You are legally entitled to request access to any information about you that we hold, and a copy. See our [website](#) for options on how to request a copy of your personal information.

Contact information

If you have any concerns or comments please contact the Council's Data Protection Officer directly:

Information Governance team,
Blackburn with Darwen Borough Council,
Town Hall,
King William Street
Blackburn,
BB1 7DY

Telephone: 01254 585852
Email: accesstoinformation@blackburn.gov.uk

How to complain

If you wish to complain about your personal data privacy or information rights please contact the service in the first instance or our [Corporate Complaints team](#).

If you wish to raise the matter directly with the Data Protection Officer, use the contact details above.

You have the right to complain to the supervisory authority – the Information Commissioner's Office (ICO). The ICO is an independent body set up to uphold information rights in the UK. They can also provide advice and guidance and can be contacted through their website: www.ico.org.uk, or their helpline on 0303 123 1113, or in writing to:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF