

The following information applies to Customer Services including requests for services, enquiries, payments, online services, Tell Us and Tell Us Once.

Data Controller:

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

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

Information Collected

Name
Address
Date of Birth
Gender
Contact Information
Payment information
National Insurance Number
IP Address (if using our website)

Purpose Collected

We collect your information to ensure we meet our legal requirements and/or as part of the administration of services we provide to you or services we provide to you on behalf of other organisations.

We will use your information to process your financial transactions with Tamworth Borough Council or where the council is acting on behalf of other organisations or government bodies, such as the Department for Works and Pensions.

We will use it to contact you regarding your enquiries, compliments or complaints, contact you regarding services you access and to keep a record of your relationship with us

Occasionally, with your consent, we will use your information to undertake customer research to help us understand how we can improve our services or information, tell you about changes in our services or new services, events, and offers

We may use the information you provide to us for the prevention and detection of crime. We may also share this information with other bodies that are responsible for auditing or administering public funds including the Audit Commission, the Department for Work and Pensions, other local authorities, HM Revenue and Customers and the Police.

We would also use your information to assist the Council in responding to emergencies or major accidents.

The Council's website does not automatically capture or store personal information, other than logging the user's IP Address or the location of your computer or network on the Internet, for systems administration and troubleshooting purposes. If you are connected to the Internet, you have an IP address.

Legal Purpose

Customer Services acts as a data processor for all departments within Tamworth Borough Council and act as a data processor for external organisations, such as Staffordshire County Council.

We will only use your personal information when the law allows us to as part of our **Legal Obligation**, as part of a **Contract** we have with you, as part of our **Public Task** or with your **Consent** - as outlined in the Fair Process Notice for the service(s) you are accessing. #

We will only process your information for customer research, marketing and profiling with your **Consent**. You can remove your consent at any time by contacting Tamworth Borough Council.

Third Parties we might share information with

We will share your personal information with internal departments and external organisations and other service providers who are providing a service to you or as part of responding to a complaint, complement or enquiry. We will only provide the information that is necessary.

We will share your information with third parties:

- to comply with a legal obligation
- where permitted under the Data Protection Act 1998
- where the disclosure is necessary for the purposes of the prevention and/or detection of crime
- where it is necessary to allow a third party working for or on behalf of the Council

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:

AIMS – The Council's IT provider AIMS may have to access your personal information on occasions where there is a fault.

Efins – The Council's IT provider Efins may have to access to your personal information on occasions where there is a fault.

LAGAN – The Council's IT provider LAGAN may have to access to your personal information on occasions where there is a fault.

Blackboard – The Council’s IT provider Blackboard may have to access to your personal information on occasions where there is a fault.

Parker – The Council’s IT provider Parker may have to access to your personal information on occasions where there is a fault.

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 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. 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.