

Charnwood Borough Council Privacy Notice

- by service area

0. COVID 19

1. Housing

(including Housing Needs, Housing Strategy, Private Sector Housing, Tenancy Management, Repairs and Investment, Leaseholders, Lifeline, Vulnerable Persons Resettlement Scheme)

2. Planning and Regeneration

(including Development Control, Conservation and Landscape, Building Control, Regeneration)

3. Regulatory Services

(including Environmental Health, Pest Control, Food Safety, Licensing, Street Management)

4. Cleansing and Open Spaces

(including Waste operations, Parks, Playgrounds, Sports fields, Cemeteries)

5. Leisure and Culture

(including Markets and Fairs, Museums, Town Hall)

6. Neighbourhood Services

(including Community Safety, Community Grants, Sports and Recreation, Children and Young People, CCTV)

7. Customer and Information Services

(including Revenues and Benefits, IT, Customer Services)

8. Finance and Property

(including Right to Buy, Procurement, Business Units)

9. Strategic Support

(including Audit and Risk, Legal Services, Emergency Planning, Land Charges, Democratic Services, Communications)

10. Electoral Registration Service

11. Human Resources and Payroll

0. Covid 19

Council Service:	Council Wide
The reasons we use your data	<p>Track and Trace: The Council is required to collect and keep a limited record of staff, customers and visitors who come onto some of our premises for the purpose of contact tracing. These details are not required if you have ‘check in’ at the location using the Track and Trace App – however you will be asked to evidence this. People refusing to provide these details will not be given access to the building.</p> <p>Track and Trace Support Payments: The Council is required to provide and administer an application process to allow residents who have been instructed to self-isolate and meet the other eligibility requirements to claim the Governments support payment. Further details available on our website.</p> <p>Business Support Grants: The Council is required to administer applications for the various Government business support grants. The Council will process the data provided with application, to assess whether the business meets the eligibility requirements and may access information through other official sources to verify data, where required.</p>
Why we are allowed to use your data	<p>Track and Trace - Legal obligation under The Health Protection (Coronavirus, Collection of Contact Details etc and Related Requirements) Regulations</p> <p>Support Payments – Public Task</p> <p>Business Support grants – Public Task</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<p>Track and Trace - We will only share information with NHS Test and Trace if it is specifically requested by them.</p> <p>Support Payments – Upon receipt of a support payment application, the Council will seek to verify the claim, which may include some limited sharing of data. Details of grant applications are shared with Public Health England. As these payments are subject to income tax, successful application data will be shared with HMRC.</p> <p>Business Support grants – The Council is required to pass some information back to the Government, for monitoring and evaluation purposes. For further information on the information to be passed to the Government, please see their detailed guidance for each scheme. Applicants may be contacted by the Department for Business, Energy & Industrial Strategy (BEIS) for research purposes.</p>
How long will the data be kept?	<p>Track and Trace - We are required to store this data for 21 days.</p> <p>Support Payments – records will be kept in line with the Council Records management, Retention and Destruction Policy</p>

Council Service:	Council Wide
	Business Support grants – records will be kept in line with the Council Records management, Retention and Destruction Policy

1. Housing

Council Service:	Housing
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of Anti-Social Behaviour/crime • Financial transactions • Research inc. consultations • Reporting requirements (e.g. reporting to the Home Office in the case of Vulnerable Persons Resettlement Scheme) • Informing and developing housing related Strategies, Policies and Procedures • Ordering of goods and services
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Housing Acts 1985, 1988, 1996, 2002, 2004 • The Homelessness Reduction Act 2017 • The Landlord and Tenant Act 1987 • The Localism Act 2011 • The Protection from Eviction Act 1977 • Crime and Disorder Act 1998 • Anti-Social Behaviour, Crime and Policing Act 2014 • Welfare Reform and Work Act 2016 • Housing and Planning Act 2016 <p>Consent – Consultations</p>

Council Service:	Housing
<p>Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)</p>	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police and /or Fire & Rescue Services • Health Agencies • Housing & Housing Support providers • Supported Living Providers • Other Local Authorities • Immigration Service • Government Departments e.g. HMRC, DWP, Home Office, Ministry of Housing, Communities and Local Government • Safeguarding Boards • Regional Migration Board • UNHCR (in the case of the Vulnerable Persons Resettlement Scheme) • Voluntary Sector Partners • Contractors providing housing services (e.g. plumbing, electricians, gas operatives etc.), IT services, support providers, interpreting services, taxi companies, furniture companies and childcare organisations • Elected Members & MPs (as your representative) • Funding Bodies • Education providers • Social Services Departments • Benefits and Revenues Team (outsourced to Capita) • Other Services within the Council • Personal data may also be published online or made available to view at our offices as part of public registers in line with legislation (HMO licensing for example)

2. Planning & Regeneration

Council Service:	Planning & Regeneration
<p>The reasons we use your data</p>	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, public registers • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Financial transactions • Research inc. consultations • Communications and marketing • To take your comments or objections to planning applications into account
<p>Why we are allowed to use your data</p>	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Town & Country Planning Act 1990 • The Planning Act 2008 • The Housing & Planning Act 2016 • The Planning (Listed Buildings & Conservation Areas) Act 1990 • Traffic Management Act 2004 • The Taking Control of Goods (Fees) Regulation 2014 • The Localism Act 2011 • The Highways Act 1980 • The Traffic Management Act 2004

Council Service:	Planning & Regeneration
	<ul style="list-style-type: none"> • The Road Traffic Regulations Act 1984 • The Local Transport Act 2008 • The Environment Act 1995 • The Environmental Protection Act 1990 • The Bus Services Act 2017 • The Wildlife and Countryside Act 1981 • The Countryside and Rights of Way Act 2000 <p>Consent – Consultations</p>
<p>Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)</p>	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Government Departments • Education Providers • Other Local Authorities • Resilience Forum • Fire & Rescue Services • Elected Members & MPs (as your representative) • The General Public (via public registers) • Contractors / partners providing services on our behalf • Funding Bodies • The Environment Agency • LLEP • Other Services within the Council • Personal data may also be published online as part of the official planning register • We may use third party providers to assess planning applications, who will have access to the planning file. The determination of planning applications will, however, always remain with the local planning authority.

3. Regulatory Services

Council Service:	Regulatory Services
<p>The reasons we use your data</p>	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, public registers etc • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Financial transactions • Research inc. consultations
<p>Why we are allowed to use your data</p>	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Anti-social Behaviour Act 2003 • The Crime & Anti-social Behaviour Act • The Environmental Protection Act 1990 • The Licensing Act 2003 • The Gambling Act 2005 • Scrap Metal Dealers Act 2013 • Town Police Clauses Act 1847 and 1889 • The Food Safety Act

Council Service:	Regulatory Services
	<ul style="list-style-type: none"> • The Localism Act 2011 • The Highways Act 1980 • The Refuse Disposal (Amenity) Act 1978 • The Removal and Disposal of Vehicles Regulations 1986 • Local Government Miscellaneous Provisions Act 1976 • Local Government Miscellaneous Provisions Act 1982 • House to House Collections Act 1939 • Police, Factories etc.(Miscellaneous Provisions) Act 1916 • Regulation of Investigatory Powers Act 2000 • The Private Water Supplies Regulations 2009 • Health Act 2006 • Prevention of Damage by Pests Act 1949 • Integrated Prevention, Pollution Regulations 1999 • Noise and Statutory Nuisance Act 1993 • Public Health (Control of Diseases) Act 1984 • Health and Safety at Work etc Act 1974 • Animal Boarding Establishments Act 1963 • Breeding of Dogs Act 1973 and 1991 • Riding Establishments Act 1964 <p>Consent – Consultations</p>

3. Regulatory Services continued -

<p>Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)</p>	<ul style="list-style-type: none">• Judicial Agencies e.g. Courts• Police• Voluntary Agency Partners• Government Departments• National Regulators and Agencies• Other Local Authorities• Fire & Rescue Services• Third Party Contractors providing IT services• Third Party Support Organisations• Elected Members & MPs (as your representative)• Funding Bodies• Other Services within the Council• Gambling Commission• Personal data may also be published online or made available to view at our offices as part of public registers in line with legislation (Licensing register for example)
---	---

4. Cleansing and Open Spaces

Council Service:	Cleansing and Open Spaces
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government, waste management, burials • Service delivery • Service improvement and planning • Prevention and detection of crime • Financial transactions • Research inc. consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Environmental Protection Act 1990 • The Supply of Goods and Services Act 1982 • The Cremation Act 1902 • Cremation (England & Wales) Regulations 2008 • Local Authorities' Cemeteries Order 1977 • Local Authorities (Amendment) Order 1986 • The Localism Act 2011 • The Highways Act 1980 • The Refuse Disposal (Amenity) Act 1978 <p>Consent – consultations Contract – bulk waste collections, Garden Waste services</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Voluntary Agency Partners • Government Departments • Other Local Authorities • Fire & Rescue Services • Third Party Contractors e.g. Serco, waste management companies, transport providers, contractors providing IT services and printing/postage providers • Elected Members & MPs (as your representative) • Funding Bodies • Other Services within the Council
When automated decisions are made	Not applicable
When your data gets sent to other countries	Not applicable

5. Leisure and Culture

Council Service:	Leisure and Culture
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government • Service delivery • Service improvement and planning • Prevention and detection of crime • Financial transactions • Research Inc. consultations • Communications and Marketing
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Localism Act 2011 <p>Contract: Ticket sales, Market trading, Museum bookings Consent: Direct marketing, consultation</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Elected Members & MPs (as your representative) • Contractors providing IT services • Funding Bodies • East Midlands Chamber • East Midlands Business • Other Councils • Other Services within the Council • Other third parties with consent
When automated decisions are made	Not applicable.
When your data gets sent to other countries	Not applicable.

6. Neighbourhood Services

Council Service:	Neighbourhood Services
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements • Service delivery • Service improvement and planning • Prevention and detection of crime • Financial transactions • To award grant funding • Research inc. consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Anti-social Behaviour Act 2003 • The Crime & Anti-social Behaviour Act • Safeguarding Children & Adults • Tracking of families included on Troubled Families Programme • Local Safeguarding Children & Adults Boards Regulations 2006 (SI 2006/90) • The Crime and Disorder Act 1998 • The Localism Act 2011 <p>Consent – Consultations Contract – Grant applications, Activity bookings</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Youth Offending Services • Children’s Social Care • Adults Social Care • Safeguarding Boards • Voluntary Sector Partners • Government Departments • National Regulators and Agencies • Other Local Authorities • Fire & Rescue Services • Third Party Contractors providing IT services • Elected Members & MPs (as your representative) • Funding Bodies • Other Services within the Council
When automated decisions are made	Not applicable
When your data gets sent to other countries	Not applicable

7. Customer and Information Services

Council Service:	Customer and Information Services
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government • Service delivery • Service improvement and planning • Regulatory and enforcement functions • Prevention and detection of crime • Financial transactions • Debt recovery • Payment of benefit and take up • To allocate hardware, software and mobile devices • To manage staff IT accounts • To manage threat analysis • To archive records • Responding to requests from the public • Research
Why we are allowed to use your data	<p>Legal obligation and / or Public Task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Local Government Finance Act 1992 • Local Government Finance Act 1988 • Local Government Act 1972 • Social Security Administration Act 1992 • Social Security Contributions Act • Housing Benefit Regulations 2006 (as amended) both working age and pensioners • Council Tax Reduction Regulations 2006 (as amended) both working age and pensioners • The Localism Act 2011 • Customer Support Grant – Welfare provision • Freedom of Information Act 2005 • Data Protection Act 2018 <p>Contract - Staff data</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts, Tribunals • Police • Internal council departments • Other Local Authorities • Immigration Service • Government Departments and the Government single data list e.g. HMRC, DWP, DCLG, ONS • Contractors providing revenues and benefits services (e.g. off-site processing, personal budgeting support, emergency food provision etc.) and IT services • IT suppliers e.g. Microsoft, Google • Elected Members • Enforcement agents • Other Services within the Council
When automated decisions are made	Some automated scanning and correlating of results to flag threats and vulnerabilities.
When your data gets sent to other countries	Not applicable

8. Finance and Property

Council Service:	Finance and Property
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government • Service delivery • Service improvement and planning • Prevention and detection of crime inc. fraud • Energy & Environment Management • Ordering of goods and services • Payment for goods and services • Collection of charges made for services provided • Financial transactions • Collection of debt • Traded services • Research inc. consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Local Government Finance Act 1988 (rates) • The Local Government Finance Act 1992 (council tax) • The Localism Act 2011 <p>Consent – Consultations Contract - Traded services (Business unit rents, leased properties, Right to Buy)</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Other Local Authorities • Immigration Service • External Auditors • Government Departments e.g. HMRC, DWP • Pension Providers • Contracted third party investigation companies and bailiffs • Elected Members & MPs (as your representative) • Contractors providing IT services • Funding Bodies • Valuation agencies (for Right to Buy applications) • Other Services within the Council
When automated decisions are made	Not applicable.
When your data gets sent to other countries	Not applicable.

9. Strategic Support

Council Service:	Strategic Support
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements e.g. reporting to Government • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Maintain Local Land Charges register • Financial transactions • Research inc. consultations • Emergency Management • Communications and Marketing • Equalities requirements • Invitation to civic and ceremonial events
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Local Government Act 1972, 2000 • The Localism Act 2011 • The Civil Contingencies Act 2004 • The Equality Act 2010 <p>Consent - Direct marketing, website cookies, consultations and mailing lists</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Local Resilience Forum • Elected Members & MPs (as your representative) • Contractors providing IT services • Other local councils e.g. for joint events • Other Services within the Council
When automated decisions are made	Not applicable.
When your data gets sent to other countries	Not applicable.

10. Electoral Registration Service

Council Service:	Electoral Registration Service
The reasons we use your data	<ul style="list-style-type: none"> • To maintaining the electoral register • To run elections • To employ casual staff to run elections and electoral services
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Local Government Act 1972, 2000 • The Representation of the Peoples Act 1983 • The Immigration Act 2016 <p>Consent: Where a person consents to be contacted in relation to casual vacancies for elections or electoral services</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • The electoral register is a public register and can be inspected by the public. • The edited version of the electoral register can be sold to third parties. • The Police and other crime enforcement agencies • Elected Members & MPs (as your representative) • Political Parties • Contractors providing IT services • Other Services within the Council • Government departments – including Individual Electoral Registration Digital Service <p>(To verify your identity, the data you provide will be processed by the Individual Electoral Registration Digital Service managed by the Cabinet Office. As part of this process your data will be shared with the Department of Work and Pensions and the Cabinet Office suppliers that are data processors for the Individual Electoral Registration Digital Service. You can find more information about this on the Gov.uk website.)</p>
When automated decisions are made	Not applicable.
When your data gets sent to other countries	Not applicable.

11. Human Resources (HR) and Payroll

Council Service:	Human Resources (HR) and Payroll
The reasons we use your data	<ul style="list-style-type: none"> • To employ staff • Statutory requirements e.g. reporting to Government • Service delivery • Service improvement and planning • Payment of salaries, allowances and expenses • Pensions • Payroll transactions • Development of Staff • Prevention and detection of crime • Financial transactions • Research • Promote Access To Work • Monitor equalities issues
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws including but not limited to:</p> <ul style="list-style-type: none"> • The Employment Rights Act 1996 • The National Minimum Wage Act, 1998 • The Working Time Directive, 1999 • The Employment Relations Act, 1999 • Health and Safety at Work, etc. Act 1974 • The Equality Act 2010 • The Public Sector Equality Duty - Equality Act 2010 • The Localism Act 2011 <p>Contract – Staff data</p>
Who we may share your data with (Information will only be shared as permitted under Data Protection legislation)	<ul style="list-style-type: none"> • Judicial Agencies e.g. Courts • Police • Probation • Health Agencies inc. occupational health providers • Education Providers • Government Departments e.g. DWP, HRMC, Education, S4c • Immigration Services • Disclosure & Barring Service • Regulatory Bodies • Pension Providers • Trade Unions • Elected Members & MPs (as your representative) • Commissioned partners e.g. staff benefit scheme • Other businesses / organisation (references, market pay organisations) • Employment Agencies • Leicestershire County Council • Charity Aid • Contractors providing IT services • Other Services within the Council
When automated decisions are made	Not applicable.
When your data gets sent to other countries	Not applicable.

