

# City of Wolverhampton Council

## How we protect your information - full privacy notice

This privacy notice explains how we store, use and share your personal information.

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### Overview of this notice

City of Wolverhampton Council collects, holds and processes personal information about residents to allow it to provide services such as schools, social care, environmental services, promoting Public Health and generally protecting the public.

The council takes its responsibilities very seriously to ensure any personal information it collects and uses is done so correctly and safely.

Information may be collected on a paper or online form, by telephone, email, CCTV or by a member of our staff, or one of our partners.

### Our responsibilities

Everyone working for City of Wolverhampton Council has a legal duty to keep information about you confidential and secure under the Data Protection Act 1998 and the Caldicott principles.

Anyone who receives information from us is also under a legal duty to do the same and has a confidentiality clause in their contract.

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.

### Why we collect information about you

We will use your personal information for a limited number of reasons, and at all times within the principles set out in the Data Protection Act 1998.

We will use and share personal information for:

- the purpose to which you provided the information, for example processing information given on a benefit claim form for the purpose of processing your benefit claim;
- the council to be able to communicate and provide services appropriate to your needs;
- the council to meet its legal requirements;
- the council's law enforcement functions for example licensing, planning enforcement, trading standards food safety, etc.;
- the prevention and/or detection of crime and fraud where necessary;
- financial transactions including grants, payments and benefits. This may directly involve the council, or where the council is acting on behalf of other government bodies such as Department for Works and Pensions;
- general processing where you have given permission for us to do so;
- the protection of individuals from harm or injury;
- disclosures permitted under the Data Protection Act 1998, for example, to comply with legal obligations or for us to seek legal advice or undertake legal proceedings;
- statistical analysis to allow the council to plan the provision of services;
- obtaining your opinion about our services.

We may not be able to provide you with a product or service unless we have enough information, or your permission to use your information. We aim to keep your information accurate and up to date.

### **What information we collect about you**

We will collect personal details appropriate to the service you require. No more information will be collected than is required to deliver that service

### **Ways in which we collect your information**

Face to face:

We may keep a record of your contact in order to assist on the delivery and improvement of the services we provide to you and others. Any such records that include any personal information will be kept securely.

Telephone calls:

Ordinarily we will inform you if we record or monitor any telephone calls you make to us. This is to increase your security, for our record keeping of the phone call and for training and quality purposes.

Emails:

If you email us we may keep a record of your contact and your email address for our record keeping. We will not include any confidential information about you in any email we send to you unless sent securely or you have agreed to us contacting you with this information. We would also suggest that you keep the amount of confidential information you send to us via email to a minimum.

Online:

See our [City of Wolverhampton Council - Privacy & cookies](#)

### **Who your information is shared with**

Your personal information may be shared with internal departments or with external partners and agencies involved in delivering services on our behalf. They will only have access to your information on a need to know basis.

The council may also provide personal information to third parties, but only where it is necessary, either to comply with the law or where permitted under the Data Protection Act.

Examples of third parties who we may share your information include (but are not limited to):

- Health bodies
- the Police
- Ofsted
- regulatory bodies such as the Department of Work and Pensions or the Care Quality Commission

The council will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or misuse of personal information. More information can be found at [City of Wolverhampton Council - Information Sharing](#)

Where we need to share sensitive or confidential information such as medical details, we will do so only with your permission or where we are legally required to. We may share information to prevent risk of harm to an individual.

### **The detection and prevention of fraud**

City of Wolverhampton Council is required by law to protect its public funds therefore we may use any of the information you provide to us for the prevention and detection of fraud or to comply with the law.

As well as conducting our own 'Data Matching' we may also share your information with other public bodies. These include (but are not limited to):

- The Audit Commission
- Department for Work and Pensions
- other local authorities
- Her Majesty's Revenue & Customs (HMRC)
- The Police
- NHS
- Wolverhampton Homes

We may also share information with utility companies, credit reference agencies, service providers or contractors and partner organisations, where the sharing of information is necessary, proportionate and lawful.

## **Equalities information**

City of Wolverhampton Council may use information such as your ethnic background, first language, gender, sexual orientation and age for statistical reasons about the population of the city and the take up of council services by various groups. This is to help comply with our legal obligations and to plan the provision of future services.

Such analysis will not identify individuals nor will it have impact on an individual's entitlement to council services and facilities.

## **How to access information held about you**

You have the right to request that City of Wolverhampton Council stop processing your personal information in relation to any Council service.

Where possible, the council will comply with your request but there may be some situations where we will not be able to do this for example where the council is required to hold or process your information to comply with the law.

Whilst the council tries to ensure that any personal information it holds about you is correct, there may be situations where information is no longer accurate.

If you find this is the case, please contact the department holding the information and let them know or contact the Corporate Information Governance Team so that any errors can be investigated and corrected.

For further information about either requesting access to or to stop the processing of your personal information please contact the council's Corporate Information Governance Team.

- E-mail [data.protection@wolverhampton.gov.uk](mailto:data.protection@wolverhampton.gov.uk)
- Telephone: 01902 554498

All requests under the Data Protection Act must be made in writing to the council and directed to:

Information Governance Team  
City of Wolverhampton Council  
Civic Centre  
St Peter's Square  
Wolverhampton  
WV1 1SH

## **How to ask about other information held by the council**

You can make a request for non-personal information under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 via:

[City of Wolverhampton Council - Freedom of Information \(FOI\) requests](#)

## **Changes to this Privacy Notice**

We keep our privacy notice under regular review. This privacy notice was last updated on Monday 23 May, 2016.