

WATFORD BOROUGH COUNCIL

Data Privacy Notices (DPNs) Under GDPR

Transport and Infrastructure, Disabled Parking Bays

The identity and contact details of the company

Watford Borough Council, Disabled Parking Bay Applications

We take your privacy very seriously therefore we urge you to read this document very carefully because it contains important information about us and:

- The personal information we collect about you
- What we do with your information, and
- Who your information may be shared with

Who we are

Watford Borough Council ('we' or 'us') are a 'data controller' for the purpose of the General Data Protection Regulations, (i.e. we are responsible for, and control the processing of, your personal information).

What is the legal bases for the collection, use and storage of the data?

We require this data for the purpose of processing the application for a Disabled Parking Bay to verify the address does not have off street parking and that the applicant has the relevant level of benefit and holds a Blue Badge.

Information we collect

We collect the following information about you:

- Name
- Address
- Vehicle registration documentation
- Residency proof e.g. Council Tax bill
- Driving Licence
- Blue Badge

We are required to collect this information to validate and process the application for a Disabled Parking Bay.

Why we collect your information

We collect information about you for the following purposes:

- To process a Disabled Bay application

Give details of how long the data will be stored and criteria used to determine this?

Data is stored for a period of up to 3 years and then reviewed; at this point it is either shredded if the Disabled Bay is no longer required or kept for another 3 years to be reviewed again.

Who your information may be shared with

We share your information with:

- Approved contractors to enable completion of works

The information will be shared internally for the better performance and efficiency of Council services

We will not disclose your personal information to third parties for marketing purposes.

Keeping your information secure

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

- All data is stored on a database on a secure server which are password protected.
- We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees and third parties who have a business need to process it. Third parties will only process your personal information on our instructions and they are subject to a duty of confidentiality.
- We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so

What rights do you have?

Your duty to inform us of changes it is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

Your rights in connection with personal information under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

DATA PROTECTION OFFICER

The Council’s Data Protection Officer (DPO) is responsible for overseeing compliance with this privacy notice. If you wish to contact Watford Borough Council’s Data controller regarding your personal data and any other concerns you may have regarding its processing you can do so by contacting our Data Protection Officer (see below for contact details)

Contact details of the Data Protection Officer:

Data Protection Officer (DPO)
Legal Services, Resources
Hertfordshire County Council
County Hall, Pegs Lane, Hertford, SG13 8DE

Postal Point: CHO150

Email: watfordDP@hertfordshire.gov.uk

Tel: 01992 588099

If you are unhappy with how the data controller has processed your data, or if you feel they have acted in a way that has breached your data protection rights you have the right to complain to the information commissioner's office

The Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF,
Tel: 01625 545745

Or you can visit their website at www.ico.org.uk

Changes to our privacy policy

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. This Privacy was last updated in February 2019