

COUNCILLOR PRIVACY NOTICE

How I will use your personal information in my capacity as Councillor when I deal with matters and issues you raise with me on your behalf.

1. Who am I, what is my role?

As an elected Councillor within the borough of Rhondda Cynon Taf, I am often approached by constituents asking for my advice and assistance in resolving matters and issues that they have with organisations and agencies. These matters may range from, for example:

- Providing assistance;
- Supporting a resident to report a broken streetlight; and
- Assisting a claimant in resolving a matter associated with a claim.

Undertaking this work means that I often need to collect and process personal information about the person who has asked me for advice, support and/or to represent them. It is therefore important that I explain to people via this privacy notice how I may need to use their personal information in order to deliver my role as Councillor.

2. What and whose personal information do I hold?

If you contact me in my role as your Councillor by phone, letter, email or in person, I am likely to collect and process some personal information about you in order to deal with your request.

The personal information I will process about you is likely to vary depending on the nature of the problem or concern that you have asked me to support you with. Generally I will ask for your personal information such as your name, address and contact information together with details of your problem or concern. Sometimes, the information relating to the detail of your problem or concern may include:

- Family, lifestyle and social circumstances
- Financial details
- Education and employment details
- Housing information
- Detail of complaint / concern

I also may need to process more sensitive information (known as special category) such as:

- Physical or mental health details
- Racial or ethnic origin
- Offences including alleged offences etc.

I will only ask for this information if absolutely necessary.

Typically I will process information about you, but I may also process personal information relating to others that are involved or I come into contact with during the course of my enquiries. This may include for example information about:

- family members, relatives, guardians and associates of the person whose personal information I am representing.
- council employees
- landlords and social landlords
- business or other contacts

3. Where do I get your information from?

The information I process is likely to come from a variety of sources depending on the nature of your problem or concern and the individuals or organisations I come into contact with during the course of my enquiries. Typically I will obtain information from:

- You when you ask for my advice or for me to represent you.
- Organisations and agencies that may be involved (see question 6 below for examples)
- I may also generate my own information for example when responding to your concern and updating my records.

4. What will I use your information for?

I will only use the information to deal and respond to the problem or concern you have asked me to assist you with.

5. What is the legal basis for the use of this information?

The legal basis for the use and processing of this information is:

Personal data:

- Article 6 (e) – processing necessary for the performance of a task carried out in the public interest or the exercise of official authority vested in the controller.

Special category data

- Article 9 (g) – processing is necessary for reasons of substantial public interest, on the basis of Union or Member state law: DPA2018, Schedule 1, Part 2 (23 & 24)

Criminal conviction data

- Article 10 - processing of personal data relating to criminal conviction and offences shall be carried out only under the control of official authority or where processing is authorised by Union or Member state law: DPA2018, Schedule 1, Part 2 (23 & 24).

6. Do you share my information with anyone else?

In order for me to deal with your request and resolve your problem or concern, I am likely to share your information with other agencies and organisations who may be involved or identified during the course of my enquiries. Any information will be disclosed with these individual/organisations on a 'need to know' basis.

The organisations and agencies who I may share your information with will vary depending on the nature of your problem or concern and may include, by way of example:

- Council departments and services
- Central government departments such as HMRC, DWP
- Health organisations – Cwm Taf University Health Board, GP, Dentist etc. (if your problem is health related)
- Citizens Advice Bureau
- Law enforcement agencies and investigating bodies such as the Police, Probation Services
- Your landlord / housing association etc. (e.g. if you live in rented accommodation and your problem relates to your rent / accommodation).

Unless I am required to do so by law, for example for crime prevention/detection purposes or the safeguarding or vulnerable children or adults, no personal information obtained by me will be further disclosed other than for the purposes of dealing and responding to your request for support and assistance.

Use of Council email systems

Should you contact me via my Council email address (name@rctcbc.gov.uk) you should be aware that the information contained within those emails will be stored by the Council on their secure IT systems. Emails may be scanned and monitored by the Council for security purposes (identifying and blocking harmful viruses for example).

7. How long will my information be kept?

As a matter of principle, I will not retain personal information for is longer than necessary in relation to the purpose for which it was originally obtained.

In order to manage this effectively I will review all records containing personal information every 6 months and delete those that are no longer needed.

Those records that need to be retained, will be kept by me for no longer than 3 years from the date the matter is brought to a close.

8. Your information, your rights

The General Data Protection Regulation (GDPR) gives you important rights. Your main rights in relation to the information I process about you are:

- Right to be informed – you have the right to know what information I am processing about you and when I intend to do with it (this privacy notice fulfils this requirement in relation to casework)
- Right of access – you have the right to request a copy of the personal information that I hold about you.
- Right to rectification – you have the right to correct information that I hold about you if it is

inaccurate or incomplete.

- Right to restrict processing – in certain circumstances you have the right to ask me to stop processing your personal information.

For further information on your information rights and when they apply please visit <https://ico.org.uk>

9. How to contact me

If you have any concerns or would like to know more about how I use your personal information, please contact me in one of the following ways:

By email: Sarah.Hickman@rctcbc.gov.uk

10. Your right to complain

You have the right to complain to the Information Commissioner if after contacting me about a data protection concern, you are not satisfied with my response.

If you wish to complain to the Information Commissioner the contact details are:

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

Helpline: 0303 123 1113