

Privacy Notice for:

Traffic, Highways and Asset Management Service

Network Management Team

Purpose for processing your information

In order to run highway services effectively we collect information from you in a number of ways, for example, by letter, email, consultation documents, face-to-face, telephone and online forms. We may also collect information from government departments and from other local or public authorities to enable us to carry out our statutory functions and to provide services to you.

Purchase / Subscription Contract: When you make a purchase or subscription from us, you are entering into a contract with us. In order to perform this contract, we need to process and store your data. For example, we may need to contact you by email or telephone to advise on the delivery of the service, or to resolve problems with your service delivery.

We collect the following information:

- Name
- Address
- Email address
- Telephone number
- Payment details through our validated service providers
- Date of birth
- Equalities Act characteristics (for example age, gender, disability, etc.)
- Driving documents including driving license, vehicle log book and vehicle insurance certificate (for applications for disabled persons parking places)

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information

Information could be collected from:

- You
- Other Council Services
- Third parties, such as a representative that you appoint. We will normally ask for your consent before liaising with a third party.

Information will be collected using different methods including by letter, email, face-to-face, online forms and telephone.

Purchasing / Subscription / Application:

When you make a purchase or subscription from us or when you register on our website we will collect your contact information as outlined above.

Online web reporting forms:

When you report a fault or enquiry through our web form, you provide your details in order for us to keep you updated and for monitoring and reporting purposes.

The majority of information is collected on web-forms you submit to us for authorisations where required or allowed by law. We may collect information by postal forms, email, on the telephone or online forms including through www.gov.uk

Who the information is shared with

There are certain circumstances under which we may disclose your personal information to third parties. These are as follows:

- To our own service providers who process data on our behalf and on our instructions (for example our payment system software provider). In these cases, we require that these third parties comply strictly with our instructions and with data protection laws.
- Where we are under a duty to disclose your personal information in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).

How long do we keep your information?

Your personal information in regard to our statutory services are kept private and stored securely until a time it is no longer required or has no use. We retain the following data that you provide to us:

- Correspondence / consultation returns – information will be retained for no more than 6 years as set out in the Limitation Act 1980 (Section 2).
- Vehicle Crossing Applications – we retain this data indefinitely as you are entering into a contract with the Council under Section 184 of the Highways Act 1980.
- Disabled Persons Parking Places Applications - information associated with disabled parking spaces will be kept on our records until the parking facility is no longer required and then all data will be destroyed. Copies of your driving documents will be destroyed when your application has been determined.
- Highway Fault Reports submitted on web forms – we retain this data for a maximum period of 21 years and 9 months, as required by the New Roads and Street Works Act 1991 for Insurance purposes.
- General - Your personal information is kept private and stored securely until a time it is no longer required or has no use.

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [request](#) page.

If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it by contacting:

Network Management team: NRSWA@harrow.gov.uk

Highways team: highways@harrow.gov.uk

Transportation team: transportation@harrow.gov.uk

Drainage & infrastructure team: infrastructure@harrow.gov.uk

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.