

# Privacy Notice for Insurance Service

## Purpose for processing your information

To assess insurance claims made against the Council and to arrange insurance on behalf of leaseholders and Council tenants.

## We collect the following information:

Name  
Address  
Date of Birth  
National Insurance Number  
Contact details including telephone number and e-mail address  
Details of any other insurance in force  
GP name and address (personal injury claims only)  
Medical records (personal injury claims only)  
Value of contents (for Tenant's Content Insurance Scheme only)

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 will be collected using different methods including by telephone, letter, claim form, e-mail, face-to-face and online form.

Information could be collected from:

You  
Your GP  
Department for Work and Pensions (DWP)  
Insurance brokers  
Insurance companies  
Other local authorities  
Other Council services

## Who the information is shared with

The information may be shared with the following:

You  
Council staff employed to investigate insurance claims  
Department for Work and Pensions (DWP)  
Insurance companies  
Insurance brokers  
Other professionals, including solicitors, loss adjusters, and engineers, who are paid to assist in insurance investigations on behalf of the local authority  
Other Council services  
Other local authorities

## How long do we keep your information?

We will keep your information for as long as we need to, which will vary according to the type of claim. For further details please contact us at [lbhclaims@harrow.gov.uk](mailto:lbhclaims@harrow.gov.uk)

## 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 [lbhclaims@harrow.gov.uk](mailto:lbhclaims@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](#).

## Automated Decision Making

We do not carry out any automated decision making.

## 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.