

Privacy Notice for Harrow Council

Identity and Contact Details

Harrow Council collects and processes personal information about you. We are registered as a Data Controller under the Data Protection legislation and our contact details are:

Darren Davies
Civic Centre
Station Road
Harrow
HA1 2XY

dpo@harrow.gov.uk

This Privacy Notice broadly explains what information we collect, the purpose for processing, categories of personal information and who we may share it with.

It applies to all personal information collected for or on behalf of the Council whether by letter, email, face-to-face, telephone, online or any other method. An explanation of how we use cookies on our website can be found further down this page.

To understand how your own personal information is processed you may need to refer to any personal communications you have received, check any privacy notices the Council has provided or contact the department directly to ask about your personal circumstances.

How we collect your information

We collect information in a number of ways, for example, by letter, email, face-to-face, telephone, online forms.

Purpose for processing your information

We collect and process information about you, so that we can carry out our functions as a Local Authority and to deliver public services. This includes but is not limited to:

- Administering the assessment and collection of taxes and other revenue including benefits and grants
- The provision of social services and education
- The provision of all commercial services including the administration and enforcement of parking regulations and restrictions
- The provision of all non-commercial activities including refuse collections from residential properties,
- Local and national fraud initiatives and data matching under these initiatives
- To prevent and detect fraud or crime and prosecution offenders including the use of CCTV
- Licensing and regulatory activities
- Providing leisure and cultural services
- Carrying out health and public awareness campaigns
- Managing our property
- Maintaining our own accounts and records
- Supporting and managing our employees
- Promoting the services we provide
- Marketing our local tourism
- Carrying out surveys
- Undertaking research (including research relating to health)

- Internal financial support and corporate functions
- Managing archived records for historical and research reasons
- Corporate administration and all activities we are required to carry out as a data controller and public authority

We collect and process the following categories of personal information:

- Personal and family details
- Lifestyle and social circumstances
- Goods and services
- Financial details
- Employment and education details
- Housing needs
- Visual images, personal appearance and behaviour
- Licenses or permits held
- Student and pupil records
- Business activities
- Case file information

We may also collect and process special categories of personal information that may include:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic data, biometric data for the purpose of uniquely identifying a person
- Data concerning health
- Data concerning a person's sex life or sexual orientation

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.

Who we may share your information

We will sometimes need to share information between Council departments and services as well as other organisations such as our partners, third party contractors, government bodies, the police, health and social care organisations, housing associations, landlords and educational establishments.

We will only share information with these organisations where it is appropriate and legal to do so. We may also share information, for example, if there is a risk of serious harm or threat to life, for the prevention and detection of fraud or crime, assessment of any tax or duty or if we are required to do so by any court or law. Where this is necessary, we are required to comply with all aspects of the General Data Protection Regulation.

Details for Transfers

It may sometimes be necessary to transfer personal information overseas. When this is needed, information may be transferred to countries or territories around the world. Any transfers made will be in full compliance with all aspects of the Data Protection legislation.

How long do we keep your information?

We will only keep your information for as long as is required by law and to provide you with the necessary services. For further details you can submit a request via the [Request for Information](#) page.

We may also anonymise some personal data you provide to us to ensure that you cannot be identified and use this data to allow the Council to effectively target and plan the provision of services.

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 request information that we hold about you visit our [Subject Access Request](#) page.

Automated Decision Making

Any Automated Decision Making carried out by the Council will be described in the relevant departmental Privacy Notice.

Personal information collected via online forms

Our policy is to respect and protect the privacy of anyone who visits our website. Where we ask you for personal information via an online form, this information will only be used for the purpose indicated and will be held in a secure manner. It will not be used for any other purpose without your permission and will not be kept for longer than necessary. If you are concerned about providing your personal information online please contact us and we will arrange alternative means for you to provide this information.

Use of IP addresses and cookies

Cookies enhance your experience using our website. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work more efficiently, as well as to provide information to the owners of the site.

We use cookies to audit the use of our website and help us to customise the website for your visit. We do not store or transmit any personally identifiable data on these cookies. You can change your cookie setting at any time in the security settings in the browser you use to access the internet. Please note however, that rejecting all cookies may impact your enjoyment or use of this website.

We collect IP addresses* only for the purposes of system administration and to audit the use of our site. We do not link IP addresses to anything personally identifiable, which means that while your user session will be logged you will remain anonymous to us.

* An IP address is a unique string of numbers that identifies each computer

Changes in your personal 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.

If you have any concerns

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 to our Privacy Policy

As the Council creates new services, this may generate need to amend the Privacy Notice. If our Privacy Notice changes at any time in the future, it will be posted on this page.