



Privacy Notice – Warrington Borough Council

1. Introduction

Warrington Borough Council as the data controller collects, processes and stores a wide range of information, including some personal details, in order to deliver our services efficiently.

We are responsible for managing the information we hold and we recognise that this information is important to you. We take our responsibilities seriously and use personal information fairly, correctly and safely in line with the legal requirements set out by the General Data Protection Regulation (GDPR) and other appropriate data protection legislation.

If you would like to know more or have any concerns about how your information is being processed, please contact the Council's Data Protection Officer.

The Information Commissioner provides general information about the General Data Protection Regulation (GDPR) including what is classed as personal information.

2. Why do we need to collect information about you?

The Council provides a wide range of functions and services to members of the public and for its employees.

The majority of the functions and services the Council provides are because we have an obligation or a power in law to provide them. This legal duty/power is also the reason we will collect personal data, as we need it perform our legal duties.

Examples of our legal powers can be found in legislation such as the Children Act 1989, the Local Government Act and the Localism Act 2011.

Where the Council has a power in law to provide a service and to collect your data for this reason, you will not be asked for your consent to provide the information.

We may use personal information for the following purposes:

- The reason why you provided the information (such as making a benefit claim)
- To monitor our performance in responding to your request
- To allow us to communicate with you and provide services appropriate to your needs (for example, arranging suitable access arrangements if you have mobility difficulties)
- To meet any legal requirements the Council is subject to
- To process financial transactions including grants, payments and benefits involving us, or where we are acting on behalf of other government bodies
- Where you have consented to the processing
- Where processing is necessary for the prevention and/or detection of crime (for example, where we are involved in the National Fraud Initiative)
- Where it is necessary to protect individuals from harm or injury; and

- Where your family is receiving services under the Early Help team and the National Troubled Families Programme, we will share personal/sensitive information held by Warrington Borough Council and its partners with the Department for Communities and Local Government for research and evaluation purposes unless you choose to opt out of the data sharing process

3. What will we do with you information?

In deciding what personal information to collect, use and hold, we are committed to making sure that we will:

- Only collect, hold and use personal information where it is necessary and fair to do so
- Keep your personal information secure and safe
- Securely delete any personal information when it is no longer needed
- Be open with individuals about how we use their information and who we share it with; and
- Adopt and maintain high standards in handling any personal information.

We may disclose personal information to any third party involved, but only where it is required by law or allowed under the Data Protection Act. An example of this would be with educational records where we are required to share them with the Department for Education.

The Council may also use and publish your personal data after it has been anonymised, to allow the statistical analysis of data so the Council can effectively target and plan the provision of services.

We will strive to make sure that the third party has sufficiently robust systems and procedures in place to protect your personal information.

4. Who do we share your information with?

The Council may need to share your personal information with a range of partners in order to provide you with services or to administer our functions.

We only share personal data where the law specifically allows it or we have a legal obligation (e.g. a court order) to do so. When we share your personal data, we will always do so in line with data protection legislation.

Examples of Partners we may share your information with are:

- Police Forces – where the information is required to prevent and detect crime
- The Cabinet Office – as part of the National Fraud Initiative
- Local Health Trusts – as part of our safeguarding obligations
- Contractors – where commissioned services need your personal data in order to provide Council services on our behalf
- Registered Social Landlords – as part of our housing obligations
- Schools – as part of our education obligations

- Cheshire Fire & Rescue Service – as part of our safeguarding and community care obligations
- Central Government – as part of our obligations under the National Impact Study
- The Department for Education (DfE) – as part of our obligations to support and provide services to children and young people.
- The Council may need to share your personal information internally with other departments in order to provide you with services or to administer our functions.

5. When and how do we dispose of your information

We only hold information as long as it is needed or required by law and then dispose of it securely

6. Your Rights

You have the right to request that Warrington Borough Council stops processing your personal data in relation to any council service. However, this may cause delays or prevent us delivering a service to you. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement.

You have the right to request a copy of the information that the Council holds about you. Please see section 9 for further information.

We try to ensure that any information we hold about you is correct. There may be situations where you find the information we hold is no longer accurate. You have the right to have this corrected. If you tell us about incorrect information we hold about you we will then check the accuracy of the information we hold and take any appropriate steps to ensure that the information

7. Marketing

We will only send you targeted information about our services and/or products if you have specifically asked us to do so. You can opt out of this at any time by clicking on the 'unsubscribe' button on the bottom of an email or texting 'stop' to any text messages you receive.

Your contact details collected as part of confidential/sensitive requests for council services will not be used for marketing purposes.

The Council reserves the right to send out generic communications to all residents when necessary to provide advice such as changes to refuse collections or service updates.

8. Use of CCTV

We have installed CCTV systems in some of our locations used by members of the public, for the purposes of:-

- public safety,
- the prevention and detection of crime
- the safe and efficient operation of the road network.

In these locations signs are prominently displayed notifying you that CCTV is in operation and providing you with details of who to contact for further information about them.

We will only disclose CCTV images to third parties for the purposes as stated above. CCTV images will not be released to the media for entertainment purposes or placed on the internet.

You have the right to see CCTV images of yourself and be provided with a copy; please see Section 9 'Access to your information and correction' on how to make a request

9. Data Sharing for child protection purposes

Under the Children Act 1989, Local Authorities, have a general duty to safeguard and promote the welfare of children within their area who are in need. (Sec.17 Children Act 1989)

Warrington Borough Council shares information with the NHS national programme to share data in situations where:-

- a child is known to social services and
- is a Looked After Child or on a Child Protection Plan,
- or for Pregnant mothers with child protection plans on the foetus

In these situation we share basic information about that plan securely with the NHS.

If that child attends an NHS unscheduled care setting, such as an emergency department or a minor injury unit:

- the health team is alerted that they are on a plan and has access to the contact details for the social care team
- the social care team is automatically notified that the child has attended, and
- both parties can see details of the child's previous 25 visits to unscheduled care settings in England

10. Sharing data with the Department for Education (DfE)

The Council regularly shares data with the DfE to meet its statutory duties of care to children and young people.

From May 2022, in order to support the DfE taking forward the Stability Index, the Office of the Children's Commissioner is sharing the following data with the DfE:

All social worker episodes between 1 April 2017 and 31 March 2019, for the cohort of children who were looked after by your local authority on 31 March 2019;

All social worker episodes between 1 April 2018 and 31 March 2020, for the cohort of children who were looked after by your local authority on 31 March 2020.

11.Public Health

Local authorities are responsible for improving the health of the local population and for public health services. As a result all Local Authorities have a duty to improve the health of the population they serve. To help with this, we use data and information from a range of sources including hospitals to understand more about the nature and causes of disease and ill-health in the area.

12.Livewire Provided Services

Collecting and Sharing Personal Information

LiveWire Warrington may collect or record basic personal information (e.g., name, e-mail address, mailing address, phone number) which you voluntarily provide through submitting forms via our website, through electronic mail, or through other means of communication between you and LiveWire Warrington.

LiveWire Warrington only collects personal information of a more sensitive nature (e.g. bank account details or other ID numbers, credit card details and account numbers) where it is appropriate or necessary for conducting business. This information will be collected, stored, accessed and processed in a secure manner. LiveWire Warrington may also collect general non-personal information pertaining to users of our sites, including IP addresses, source domain names, specific web pages, length of time spent, and pages accessed. This information is collected, among other things, to aggregate statistical information, facilitate system administration and improve the Site and services offered to you.

LiveWire Warrington also collects, uses, and discloses identifiable information about individual contacts for LiveWire Warrington 's customers ("Business Contact Information") in the ordinary course of its business for managing and maintaining customer relationships. In particular, LiveWire Warrington may obtain the following types of Business Contact Information: name, address, invoice information including bank account information, and order information. Unless otherwise specified or prohibited, LiveWire Warrington may share information with affiliates, business partners, service providers, subsidiaries or contractors who are required to provide you with services which you have requested from us.

LiveWire Warrington may also post links to third party websites as a service to you. These third-party websites are operated by companies that are outside of our control, and your activities at those third-party websites will be governed by the policies and practices of those third parties. We encourage you to review the privacy policies of these third parties before disclosing any information, as we are not responsible for the privacy policies of those websites.

Using Personal Information

LiveWire Warrington uses the information we collect to provide you with services which you request and to improve our existing services and the content of our Site. When you contact LiveWire Warrington, we may keep a record of your communication to help solve any issues that you might be facing. Your information may be retained for a reasonable time for use in future contact with you, or for future improvements to LiveWire Warrington services.

The table below highlights the ‘purposes’ for which Livewire collect and process data about their customers

Purpose	Lawful Basis
Sending email, newsletters to you Performance and feedback surveys	Consent has been received You will always have the option to opt-out at any future date after your initial acceptance and our Legitimate Interest, balanced with the interests of our customers, in improving the services offered to you
To fulfil requests for services and/or to support the administration of our services offered	For the performance of a Contractual obligation
To fulfil the requirements of our commissioners by recording attendances, purchases and financial transactions	For the performance of a Contractual obligation
To maintain a database of prospective, current and past customers.	For our Legitimate Interest, balanced with the interests of our customers and in line with our Data Retention Strategy
To maintain a database of prospective, current and past suppliers.	For our Legitimate Interest, balanced with the interests of our suppliers and in line with our Data Retention Strategy
To contact those partners joining the Fit-for-Business Corporate scheme	For the performance of a Contractual obligation
To fulfil the requirements under legislative responsibilities (e.g.: Finance / Health & safety)	To conform to legal obligations

Children’s Online Privacy Protection – COPPA

LiveWire Warrington routinely collects data on children in order to undertake the delivery of its services. This may include personal information including name, address, date of birth, school, etc. This information will only be used for the purpose for which it was collected. E.g.: swimming lessons, tennis lessons, library usage. LiveWire Community Interest Company Privacy Policy.

Parental or Guardian consent is requested for all usage in, for example, library public access PC’s, junior fitness memberships, for children and adolescents up to the age of 16.

13. Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like to do so, a written Subject Access Request must be submitted into the Council's Contact Centre

We will need to confirm your identity before any information can be provided and we reserve the right to charge a 'reasonable fee' for the administrative costs of complying with a request if it is manifestly unfounded or excessive, or if an individual requests further copies of their data.

- What you will receive:
- A copy and description of the information held about you
- The reason for which the information is being used
- A list of recipients may be disclosed; and
- An explanation of any codes used

If you have a disability that makes it impossible or unreasonably difficult to make a subject access request in writing, we will make a suitable adjustment for you under the Equality Act 2010, providing we are satisfied about your identity. This may mean treating a verbal request for information as a valid subject access request.

14. Access to social care records

For further information on how to see your social care records please see the Council's website or request a copy of the leaflet 'How to see your social care records' which explains the process and how to make your request.

15. Can anyone else ask for my information for me

Yes. You will need to give us consent in writing of who you want to look at your records and have them complete a Subject Access Request as identified above and we will need proof of identity from yourself and that person.

If a relative or someone else wishes to look at the records of a person who is not able to give their consent, this will only be allowed where it can be shown that it is in the best interest of the person concerned.

16. Complaints

If you are not satisfied with how your request has been dealt with, or if the information held about you is incorrect, you should email or write to Warrington Borough Council outlining your concerns. Please see section 18 for how to contact us.

17. Cookies.

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, or work more efficiently, as well as to provide information to the owners of the site. Details about how we use cookies is available on the Council's website.

18. Other websites

On the Council's website you will find links to other external websites which we have provided for your information and convenience. This privacy policy applies solely to Warrington Borough Council. When you visit other websites, you should read their own privacy policies.

19.How to Contact us

If you have any questions regarding how your personal data is used by the Council, please contact the Data Protection Officer via dpo@warrington.gov.uk.

If you need to get in touch with us via other methods you can do so via:-

- Our online form
- Visit us at: Contact Warrington, 1 Time Square, Warrington, WA1 2NT
- Write to us at: Contact Warrington, East Annexe, Town Hall, Sankey Street, Warrington, WA1 1UH
- Phone us on: 01925 443322