

## **Privacy Notice – Claims against the Council**

### **How will we use the information about you?**

We use the information to deal with your claim accordingly. We may share the information with other departments at the Council to enable us to deal with your claim. We will only share the information to enable us to deal with this matter.

We will share the information you provide with our insurers and their partner organisations to manage the claim. If your claim relates to highway matters, we may share the information with Hertfordshire County Council.

We will not share the personal information we hold with any external organisations except for partner organisations. By partner organisations we mean contractors that are relevant to the nature of the claim and where sharing your data is necessary to deal with your matter. We may be required to share your personal information with the Police, Internal Audit or similar agency, or another Council for the purposes of preventing and detecting fraud.

We may share the personal information you provide with CIFAS for the purpose of fraud prevention. They may share this with other organisations including fraud agencies and local authorities which are specified on their [website](#).

If any of the information you provide is inaccurate or if fraud is detected, this may affect your ability to access certain services from us. Anyone knowingly making a false statement may be liable to prosecution. We will also share your personal data with CIFAS. CIFAS may share it with other organisations and they could refused certain services, finance or employment as a consequence. Further details of how your information will be used by CIFAS and their members, and your data protection rights, can be found here: <https://www.cifas.org.uk/fpn>.

We will ensure that all personal information is kept securely.

### **How long will we keep this information?**

We will destroy this personal information in accordance with our Disposal Schedules. To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.gov.uk)

CIFAS and other fraud agencies will retain your personal information in accordance with their disposal schedules, this can be up to a period of six years. Fraud prevention agencies such as CIFAS may transfer your data outside of the European Economic Area (EEA), however they will impose contractual obligations to protect your personal data if they do this.

### **Individuals' Rights**

The General Data Protection Regulation gives you specific rights to control your information. The extent to which these rights will apply to you depends upon the nature of your claim. In all cases you have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact [foi@stalbans.gov.uk](mailto:foi@stalbans.gov.uk) and ask for a subject access request.

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. You also have a right to ask us to restrict what we do with your information. We may not be able to restrict it but we will consider your request.

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. We will consider your request and respond within one month. Please contact [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.gov.uk).

You can find out more about your rights on our website:

<https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacy-notices/Individual%20Rights%20GDPR%20Website%20Notice.pdf>

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit:

<https://www.stalbans.gov.uk/cookies>

## **Changes to our Data Protection Policy**

We have a Data Protection Policy in place and this can be found here:

<https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacy-notices/GDPR%20Personal%20Data%20Policy.pdf>

We review this policy annually.

## **Data Protection Officer**

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is Charles Turner, Solicitor to the Council. He can be contacted by emailing [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.gov.uk) or calling 01727 819209 for our Complaints Team.

## **How to contact us**

Please contact us if you have any questions about our Data Protection Policy, or concerns about how we handle your information: by emailing [foi@stalbans.gov.uk](mailto:foi@stalbans.gov.uk) or write to us at: FOI Team, St Albans City & District Council, St Peter's Street, St Albans, AL1 3JE or by calling 01727 866100 and speaking to the GDPR Team.

## **Complaints**

You have a right to complain to the Information Commissioner if you are unhappy with how we process your personal information. You can do so through their website: <https://ico.org.uk/concerns/> or by emailing: [casework@ico.org.uk](mailto:casework@ico.org.uk) or calling their helpline on 0303 123 1113.