

# Privacy notice

## Community Services

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### Personal data held by Community Services

In order to provide community services, it is necessary for us to collect and hold personal information. This information may include:

- Basic personal information such as name, address, telephone number, email address
- Financial information
- Photographs and film images of individuals
- Cctv surveillance data
- Details about your vehicle and its location

### Who is processing your data?

All personal data held is processed in accordance with data protection law. For Community Services purposes, Malvern Hills District Council is the data controller.

### Why do we collect your information?

We collect your data in order to:

- Meet statutory requirements e.g. reporting to Government
- Monitor service improvement and planning e.g. in relation to activities and programmes delivered by Community Services
- Undertake Financial transactions
- Conduct research including consultations
- Contact you with relevant Communications and Marketing such as in relation to activity programmes
- Issue Fixed Penalty Notices in relation to environmental offences
- Issue Community Protection Warnings and Notices in relation to anti social behaviour offences
- Ensure the safeguarding of vulnerable residents
- Process Assets of Community Value nominations
- Collect nominations and feedback for Council Lead Awards
- Progress S106 funding applications
- Assist with Community trigger case reviews and Domestic Homicide reviews
- Provide services/support through the Volunteering Forum
- To issue and administer residents parking permits and season tickets
- To issue and administer Penalty Charge Notices in relation to parking conventions

### What is the legal basis for us to process your data?

The legal basis for processing the data is:

- Carrying out of a contract to which you are a party
- in the public interest or in the exercise of official authority under various UK laws including but not limited to: The Environmental Protection Act 1990, The Anti-Social Behaviour Act 2003, The Children Act 2004, The Traffic Management Act 2004, The Clean Neighbourhoods and Environment Act 2005, The Localism Act 2011, The Anti-Social Behaviour Police and Crime Act 2014
- Where we have collected your personal data such as contact details for marketing purposes, we require your consent to hold this. You can withdraw your consent for us to process your data for these purposes.
- Where we have retained your photographic or filmed images for marketing or promotional purposes, we will have obtained your consent to do so. You have the right to withdraw your consent for us to hold these images.

### Who do we share your information with?

We may share your information with relevant public and partner organisations, including but not limited to:

- West Mercia Police
- Worcestershire County Council (social care services)
- HM Courts and Tribunal Service
- Our enforcement agents Bristow and Sutor
- External Auditors and regulators including the Local Government Ombudsman and Traffic Enforcement Centre
- The DVLA

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

## How long do we keep your records?

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept in accordance with our retention schedule. All information will be held securely and destroyed under confidential conditions.

## What are your rights?

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to The Data Protection Officer, Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT or via email to: SAR@malvern hills.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

## Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

## Further information

If you have any questions or concerns about how your information is used, please contact Meesha Patel, Legal Services Manager at Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT

**More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>**