



Privacy Notice

Contents table

1. Introduction	1
2. Collecting your personal information	1
3. Using and sharing your information	2
4. Creating and improving customer records	3
5. Data matching	3
5.1 Detecting and preventing fraud	3
5.2 Managing emergency response	4
6. Recording emails	4
7. Use of Cookies	4
8. Use of CCTV	4
9. Protecting your information	4
10. Your rights	5
11. Further information	5

1. Introduction

West Oxfordshire District Council is registered as a ‘data controller’ under the Data Protection Act 1998 as we collect and process personal information about you in order to provide public services. This notice explains how we use and share your information.

Information may be collected from the following:

- online forms
- email
- letters and paper based forms
- telephone
- CCTV
- a member of our staff.

This statement only covers the [West Oxfordshire website](#) maintained by us and does not cover other websites linked from our site.

2. Collecting your personal information

We need to collect and hold information about you, for various reasons, including:

- to deliver our services

- to confirm your identity in order to provide some services
- to contact you by post, email or telephone
- to understand your needs to provide the services that you request and to inform you of other relevant services and benefits
- to obtain your opinion about our services
- to update your customer record
- to help us to build up a picture of how we are performing and what services the people of West Oxfordshire need
- to prevent and detect fraud and corruption in the use of public funds
- to allow us to undertake statutory functions efficiently and effectively
- to make sure we meet our statutory obligations including those related to equality and diversity.

We may not be able to provide you with a product or service unless we have enough information, or your permission to use that information. We will only ask for information that is necessary.

3. Using and sharing your information

We will use the information you provide in a way that conforms to the Data Protection Act 1998. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances the law sets the length of time information has to be kept.

We will process your information for the following purposes:

- to provide a service you requested, and to monitor and improve the Council's performance in responding to your request
- to allow us to be able to communicate with you to provide services appropriate to your needs
- to ensure that we meet our legal obligations
- where necessary for law enforcement functions
- to prevent and detect fraud
- to process financial transactions including grants, payments and benefits involving the council, or where we are acting on behalf of other government bodies, e.g. Department for Work and Pensions
- where necessary to protect individuals from harm or injury
- to allow the statistical analysis of data so we can plan the provision of services.

The Council will do its best to ensure that any personal data in its care is kept safe.

We may pass personal data to third parties but only where it is necessary to:

- enable the Council to provide a service to the person concerned or
- allow a third party working on behalf of the Council to provide a service.
- comply with a legal obligation
- where otherwise allowed under the Data Protection Act 1998, for example to prevent or detect crime.

Personal data may be passed between different services in the Council, but only where this is compatible with the purpose for which you supplied the information.

At no time will your information be passed to external organisations for marketing or sales purposes without your prior express consent.

When your information is disclosed to a third party, the Council will seek to ensure that they have sufficient systems and procedures in place to prevent the loss of personal data and only use it for the purpose for which it was supplied.

Where we need to disclose sensitive or confidential information to other partners, we will do so only with your prior explicit consent or where we are legally required to do so. We may disclose information when necessary where we have good reason to believe that failing to share the information would put someone else at risk.

It is rare for us to transfer information overseas. We only do so in individual cases and when required and only with your consent or where we are obliged to do so by law.

West Oxfordshire District Council may also use your personal data, after it has been anonymised, to allow the statistical analysis of data to enable the Council to effectively target and plan the provision of services.

We have information sharing agreements with other public bodies with whom we work, so you can be confident local partners all comply with the same privacy principles. Sharing agreements are published where information is shared for specific purposes.

4. Creating and improving customer records

The Council is working on improving how it provides services to residents. To assist the Council in providing relevant services more quickly when required and in an effective and efficient manner, we maintain Customer Relationship Management records.

Your basic customer record includes your name, address, date of birth, gender, contact details (telephone/email), a brief summary of your contact with the Council, an indication of the services used, and a customer reference number. This will not contain extensive details of the services you have received.

Our customer records will also allow the Council to respond to any queries you may have in respect of the provision of services more quickly and efficiently. By linking into a number of Council systems, any query or issue can be investigated more quickly. However, any access to such Council systems will only take place in response to any query or instruction received by yourself, and only where such access is necessary to answer or respond to the query or issue raised by yourself.

5. Data matching

Data matching involves comparing computer records held by one body against other computer records held by the same or another body to see how far they match.

This is usually personal information. West Oxfordshire District Council does data matching, where necessary, for a number of purposes, to comply with legal requirements placed on the Council. These include to:

- Detect and prevent crime / fraud
- Assist in emergency response management.

5.1 Detecting and preventing fraud

West Oxfordshire District Council is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of fraud. We may also share this information with other bodies that are responsible for auditing or administering public funds and preventing and detecting fraud, including the following:

- The Department for Work and Pensions
- Other local authorities
- HM Revenue and Customs
- The Police
- Our external auditors.

In addition to undertaking our own data matching to identify errors and potential fraud we are required to take part in national data matching exercises undertaken by the Cabinet Office.

5.2 Managing emergency response

Data matching may also be used to help the Council to respond to emergencies or major accidents, by allowing the Council, in conjunction with the emergency services, to identify individuals who may need additional support in the event of for example an emergency evacuation.

6. Recording emails

If you email us we will keep a record of your contact and your email address. For security reasons we will not include any confidential information about you in any email we send to you. We would also suggest that you keep the amount of confidential information you send to us via email to a minimum and use our secure online services or post.

7. Use of Cookies

We sometimes place small data files on your computer which are called cookies. For information about our use of cookies see [West Oxfordshire District Council - Cookies](#)

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 and crime prevention/detection. In all locations signs are displayed notifying you that CCTV is in operation and providing details of who to contact for further information about the scheme.

We will only disclose CCTV images to others who intend to use the images for the purposes stated above. CCTV images will not be released to the media for entertainment purposes or placed on the internet.

Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated. You have the right to see CCTV images of yourself and be provided with a copy of the images.

9. Protecting your information

Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it.

We have a set of information security policies, provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly.

We will not keep your information longer than it is needed. In some cases the law states how long it should be kept. We will dispose of paper records or delete any electronic personal information in a secure way.

10. Your rights

You are legally allowed to request access to any information about you that we hold and a copy of it. More information about this can be found at: [West Oxfordshire District Council - Data Protection](#)

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 and you have the right to have this corrected. If this is the case, please contact the department holding the information or Customer Services so that any errors can be investigated and corrected.

The Council will not use your personal data for third party marketing purposes without your prior express consent.

You have the right to request that West Oxfordshire District Council stop processing your personal data in relation to any Council service. Where possible we will seek to comply with your request but we may be required to hold or process information to meet with a legal requirement. You should also be aware that not processing your data may cause delays or prevent us delivering a service to you.

At all times, the Council will comply with the requirements set out by the Data Protection Act 1998 in relation to the collection, holding and processing of your personal data. If you would like to know more or have any concerns about how your information is being processed please contact us.

11. Further information

From time to time we may update this privacy policy. The date of the last update will be shown at the bottom of this page.

If you would like to know more please contact us. This notice can be made available in a different format i.e. large print, audio or a language other than English.

Address:

West Oxfordshire District Council,

Council Offices,

Woodgreen,

Witney, OX28 1NB

Tel: 01993 861000

Email: enquiries@westoxon.gov.uk

General information about the Data Protection Act 1998 is available from the:

- [Information Commissioners Office](#)

Privacy statement updated: 30th July 2015