

<p>The identity and contact details of the company</p> <p>Reading Borough Council, Civic Offices, Bridge Street, Reading, Berkshire, RG1 2LU</p>
<p>Contact details of the Data Protection Officer</p> <p>Ricky.gill@reading.gov.uk</p>
<p>What Personal Data is held?</p> <p>We will collect and process the personal information you give us by phone, email, or filling in forms on our website. We also collect personal information from your appointed representative such as your solicitor, trustee, intermediary (including that submitted to the Claims Portal), and information that you have volunteered to be in the public domain.</p> <p>Personal information will include claimants' names, addresses, email addresses, dates of birth, National Insurance numbers, vehicle registration numbers, phone numbers, medical information, employment and earnings details, witnesses' name, address, email address all as relevant to the particular claim being pursued (e.g. a claim arising from personal injury). Names, addresses, mortgagee details of individuals purchasing/leasing shared ownership/residential properties. Names, addresses, details of the type of business carried out by those parties leasing commercial units from the council. Information contained on insurance proposal forms.</p>
<p>How will the data be stored?</p> <p>Information is held on an IT system (JCADLachs). This system is currently only installed on two employees' desktop devices. These devices are fully encrypted. To ensure security of data the system can only be accessed with a username and password. Each system user has an individual username and password and a user profile which only allows them to access the details they need to carry out their job. All user actions are logged by the application in an audit log.</p> <p>When information is shared we adhere to confidential processes. Where information is shared with external partners this is normally done via secure email, but can sometimes be passed on in hard copy. If this is the case it is sent by secure courier.</p>
<p>What is the legal basis for the collection, use and storage of the data?</p> <p>We and our selected third parties will only collect and use your personal information (i) where the processing is necessary in connection with processing your claim; (ii) to meet our legal or regulatory obligations or (iii) for our legitimate interests.</p> <p>The exercise and/or defence of legal claims. Alleged breaches of, and compliance with, the Common Law of England. Alleged breaches of, and</p>

compliance with, the terms of various statutes applying to the authority, including but not limited to: Highways Act 1980; Health & Safety at Work Act 1974; New Roads and Street Works Act 1991 ('NRSWA'), Occupiers Liability Act 1957; Occupiers Liability Act 1984; Road Traffic Act 1988; Commonhold and Leasehold Reform Act 2002; Children's Acts (various), Human Rights Act 1998.

Compliance with insurance policy terms and conditions.

The detection of fraud.

Give details of how long the data will be stored and criteria used to determine this?

Personal information held on claims files will be retained for 6 years after the claim has been settled. The basis for this is the Limitation Act 1980 S.2.

After that time, with the exception of claims relating to occupational disease, abuse, and those involving minors, claim data will be anonymised and retained for statistical purposes.

Records held in respect of shared ownership and residential properties will be anonymised after 6 years.

Who will it be shared with and for what purpose?

Data may be shared with any service area within the council, or a school, against whom a claim has been made: the information shared is proportionate and relevant to the claim. The council's insurers, external claims handlers, external loss adjusters, external (or internal) solicitors, service providers/contractors, as appropriate and necessary to deal with a claim made against the council or, on occasion, pursued by the council. Statistical (anonymised) information will be shared with brokers and insurers in the exercise of purchasing insurance.

Statistical (anonymised) information will be disclosed in response to Freedom of Information Act requests.

How can the service user get access to it?

Subject Access Request can be made by following the link: www.reading.gov.uk/dataprotection

State whether any data is to be transferred outside the EU?

Where we transfer your personal information to countries that are outside of the UK and the European Union (EU) we will ensure that it is protected and that the transfer is lawful. We will do this by ensuring that the personal information is given adequate safeguards by using 'standard contractual clauses' which have been adopted or approved by the UK and the EU or other solutions that are in line with the requirements of European data protection laws.

Is processing based on consent?

The right to withdraw consent at any time needs to be communicated

You have a 'right to be forgotten' so you can ask for your personal information to be deleted where:

- It is no longer needed for the reason why it was collected in the first place
- You have removed your consent for us to use your information and we do not have to keep your information for legal reasons

If we have shared your personal information with others, we will do what we can to make sure those using your personal information comply with your request for erasure.

We may not be able to delete your personal data if it is needed for legal reasons, for reasons of public health, public interest or for medical purposes.

What other rights does the service user have that we have to make known to them?

The right to have their data corrected, the right to have their data deleted and their right to put a complaint to the Information Commissioner's Office (ICO)

There will be no automated decision making