

READING BOROUGH COUNCIL - WEB TEAM

Data Privacy Notices (DPNs) Under GDPR

The identity and contact details of the company

Reading Borough Council - Civic Offices, Reading, RG1 2LU

Contact details of the Data Protection Officer

Ricky.gill@reading.gov.uk

What Personal Data is held?

Names, addresses, telephone numbers, email addresses, reference / account numbers, DOB, employment details, ethnicity, gender etc.

How will the data be stored?

Data is stored on secure encrypted laptops and systems. Sent emails are deleted after sending and downloads are cleared daily. Access to our online systems is restricted.

What is the legal basis for the collection, use and storage of the data?

Necessary for legitimate interests - to provide services for individuals including applications, enquiries, reporting and payments. This data must be processed to allow these online transactions to happen, providing faster and more efficient digital services for our customers.

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

Customer accounts will be kept until we are informed by the customer that they want their data to be deleted.

Who will it be shared with and for what purpose?

The web team collect information only, they do not manage it. This data is collected for applications / reporting / informing / making payments / enquiring etc for a wide range of Council services.

Data will also be shared with our external online systems as data processors. These include Firmstep, Citizen Space, MailChimp, WebLabs, GOSS and

my.reading.gov.uk ([Privacy Policy for iShare Maps on the Astun website](#)).

How can the service user get access to it?

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

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

N/A

Is processing based on consent?

Processing is based on consent.

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)

State if there will be any automated decision making

N/A

Classification: OFFICIAL

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