

1. Introduction



The Data Protection Act 2018 (DPA 18) defines UK law on the processing of data of identifiable living people. It is the main piece of legislation that governs the protection of personal data in the UK. The Information Commissioners Office gives a [definition of personal data](#).

- 1.1 Telford & Wrekin Council is committed to protecting the privacy of individuals and handles all personal information in a manner that complies with the DPA 18. It is the **personal responsibility** of all employees (temporary or permanent), Members, contractors, agents and anyone else processing information on our behalf to comply with this policy.
- 1.2 Any deliberate breach of this policy could amount to a criminal offence under one or more pieces of legislation, for example the Computer Misuse Act 1990 and the DPA 18. All breaches will be investigated and appropriate action taken.
- 1.3 This policy explains what the Council's expectations are when processing personal information and should be read in conjunction with the Corporate Information Security Policy (CISP).

2. DPA 18 Principles

- 2.1 The DPA 18 is supported by a set of 6 principles which must be adhered to whenever personal information is processed. Processing includes obtaining, recording, using, holding, disclosing and deleting personal information.
- 2.2 The DPA 18 principles state that personal information must:

| | | |
|---|--|--|
| Be processed fairly, lawfully and transparently | Be obtained for a specified, explicit and legitimate purpose | Be adequate, relevant and limited to what is necessary |
| Be accurate and where necessary up to date | Not be kept longer than is necessary | Be handled ensuring appropriate security |

3. Access and Use of Personal Information

- 3.1 Access to, and use of, personal information held by the Council is only permitted by employees (temporary or permanent), Members, contractors, agents and anyone else processing information on our behalf, for the purpose of carrying out their official duties. Use or access for any other purpose is not allowed. Deliberate unauthorised use and access to copying, destruction or alteration of or interference with any personal information is strictly forbidden.

4. Collecting Personal Information

- 4.1 When personal information is collected, for example on a questionnaire, survey or an application form, the 'data subject' (that is the person who the information is about) must be told. This is known as a Privacy Notice. Guidance on what information needs to be included in a Privacy Notice can be found on the IG intranet page.
- 4.2 Personal information collected must be adequate, relevant and not excessive for the purpose of the collection. A person's name and other identifying information should not be collected where anonymous information would suffice. Privacy by design should always be considered when processing personal data, e.g. only collecting the personal data you need (data minimisation), use anonymisation, etc.
- 4.3 If the information is collected for one purpose, it cannot then be used for a different and unconnected purpose without the data subject's consent unless there is another lawful basis for using the information (see section 5 below). It must be made clear to the 'data subject' all the purposes that their information may be used for **at the time the information is collected**.

5. Lawful Basis for Processing

- 5.1 When Telford & Wrekin Council processes personal information, it must have a lawful basis for doing so. DPA 18 provides a list of 'conditions' when we can process personal or 'special category' personal information. This is contained within Article 6 and Article 9 of the regulations (**see Appendix 1**).
- 5.2 The DPA 18 defines 'special category' personal information as information relating to:
- Race and ethnic origin
 - political opinion
 - religious or philosophical beliefs
 - trade union membership
 - processing of genetic/biometric data to uniquely identify a person
 - physical or mental health or medical condition;
 - sexual life
- 5.3 Whenever the Council processes personal information, it must be able to satisfy at least one of the conditions in Article 6 of the DPA 18/GDPR and when it processes 'special category' personal information; it must be able to satisfy at least one of the conditions in Article 9 of the DPA 18/GDPR as well.

- 5.4 The Council can process personal information if it has the data subject's consent (this needs to be 'explicit' when it processes sensitive personal information). In order for consent to be valid it must be 'fully informed' which means the person giving consent must understand what they are consenting to and what the consequences are if they give or refuse consent. Consent must not be obtained through coercion or under duress and should be recorded. Guidance on how consent should be managed can be found on the IG intranet page.

6. Disclosing Personal Information

- 6.1 Personal information must not be given to anyone internally or externally, unless the person giving the information is fully satisfied that the enquirer or recipient is authorised in all respects and is legally entitled to the information.
- 6.2 If personal information is given to another organisation or person outside of the Council, the disclosing person must identify the lawful basis for the disclosure (see section 4 above) and record their reasoning for using this basis. This record as a minimum should include;
- a description of the information given;
 - the name of the person and organisation the information was given to;
 - the date;
 - the reason for the information being given; and
 - the lawful basis.
- 6.3 If an information sharing agreement or protocol exists, this should be adhered to when providing personal information to others. The agreement/protocol will provide the legal basis for disclosure.
- 6.4 In response to any lawful request, only the minimum amount of personal information should be given. The person giving the information should make sure that the information is adequate for the purpose, relevant and not excessive.
- 6.5 When personal information is given either externally or internally, it must be communicated in a secure manner. For external communications use GCSX or the Secure Communications System (SCS), special delivery or courier, etc. For internal communications either hand deliver or make sure you email the information to the correct recipient.

7. Accuracy and Relevance

- 7.1 It is the responsibility of those who receive personal information to make sure so far as is possible, that it is accurate and up to date. Personal information should be checked at regular intervals, to make sure that it is still accurate and up to date. If the information is found to be inaccurate, steps must be taken to put it right. Individuals who input or update information must also make sure that it is adequate, relevant, clear and professionally worded.

- 7.2 'Data subjects' have a right to access personal information held about them and have errors corrected. More information about a 'data subject's' rights can be found in Section 9 of this policy.

8. Retention and Disposal of Information

- 8.1 Telford & Wrekin Council holds a large amount of personal information. The DPA 18 requires that we do not keep personal information for any longer than is necessary. Personal information should be checked at regular intervals and deleted or destroyed securely when it is no longer needed, provided there is no legal or other reason for holding it.
- 8.2 The [Corporate Information Retention Schedule](#) must be checked before records are disposed of, to make sure that the prescribed retention period for that type of record is complied with. Alternatively advice should be sought from Information Governance.
- 8.3 It should be noted that there is an embargo on the deletion of social care records and other records relating to the national Jay Inquiry on child sexual exploitation. Advice should be sought from the Information Governance Team on this where required.

9. Individuals Rights

- 9.1 Individuals have a number of rights under DPA 18. These include:
- **The right to be informed** – See section 4 - Collecting Personal Information
 - **The right to access** – A person can ask for a copy of personal information held about them (this is known as a Subject Access Request - SAR);
 - **The right to rectification** – Personal data can be rectified if it is inaccurate or incomplete
 - **The right to erasure** – Person can ask for the deletion or removal of personal data where there is no reason for its continued processing
 - **The right to restrict processing** – Person has the right to block or suppress processing of their personal data
 - **The right of data portability** – Allows a person to obtain and reuse their personal data for their own purposes
 - **The right to object** – A person can object to an organisation processing their personal data for direct marketing, on the basis of legitimate interests or for scientific/historical research and statistics
 - **Rights related to automated decision making/profiling** – A person can ask for human intervention in an automated process
- 9.2 If any Council service receives such a request on any of the above matters they should seek advice from the Information Governance Team.
- 9.3 The Council has one calendar month in which to respond to a SAR, provided the applicant has put their request in writing by completing a subject access request form and suitable proof of identification has been supplied. An extension of a further 1-2 months will be applied where a request is deemed complex. The Information Governance Team co-ordinates the processing of all SAR requests and individual service areas **must**

not send information directly to the individual in response to a SAR. **See Appendix 2** for a copy of the SAR form.

10. Reporting Security Incidents

- 10.1 Telford & Wrekin Council has a responsibility to monitor all incidents that occur within the organisation that may breach the security and/or the confidentiality of its information. All incidents need to be identified, reported, investigated and monitored. It is only by adopting this approach that the Council can learn from its mistakes and prevent losses recurring.
- 10.2 Specific procedures have been developed for the reporting of all information security incidents. It is designed to make sure that all relevant information is communicated correctly so that timely corrective action can be taken. The documents below need to be read, understood and followed:
- Information Security Breach Procedure – under ‘I’ on intranet
 - Data Breach Investigation – under ‘D’ on intranet
- 10.3 All employees (permanent, temporary and contractors) must be aware of the procedures and obligations in place for reporting the different types of incidents which may have an impact on the security of the Council’s information.

11. Data Protection Officer

- 11.1 As Telford & Wrekin Council is a public authority, it has a legal duty to appoint a designated Data Protection Officer.
- 11.2 The Data Protection Officer has a number of legal duties that they must fulfil including:
- Inform and advise the Council of its obligations in respect to data protection
 - Monitor compliance with data protection legislation including awareness raising and training of staff
 - Provide advice on data protection impact assessments
 - Be a contact for the Information Commissioners Office
- 11.3 The Councils current designated Data Protection Officer is the Audit & Governance Lead Manager. Contact can be made – IG@telford.gov.uk

12. Accountability

- 12.1 The DPA 18 requires the Council to have appropriate measures and records in place to demonstrate compliance with the Act.
- 12.2 The Council demonstrates accountability in a number of ways including:
- Having appropriate policies in place
 - Following data protection by design and default

- Using data processing agreements in contracts
- Maintaining records of processing activities
- Implementing technical and organisational security
- Managing data breaches
- Completing data protection impact assessments
- Having an appropriately skilled and knowledgeable Data Protection Officer

Article 6 Conditions – Personal Data

The Council **must** be able to satisfy at least one of these requirements in order to process personal data.

- (a) the data subject has given consent to the processing of their personal data for one or more specific purposes;
- (b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
- (c) processing is necessary for compliance with a legal obligation to which the controller is subject;
- (d) processing is necessary in order to protect the vital interests of the data subject;
- (e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- (f) processing is necessary for the purposes of the legitimate interests pursued by a controller, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child. **This shall not apply to processing carried out by public authorities in the performance of their tasks.**

Article 9 Conditions – Special Category Data

The Council **must** also satisfy at least one of these requirements if processing 'special category data' (see section XX above for a reminder of what is special category data).

- (a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;
- (b) processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law in so far as it is authorised by Union or Member State law or a collective agreement pursuant to Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject;
- (c) processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent;
- (d) processing is carried out in the course of its legitimate activities with appropriate safeguards by a foundation, association or any other not-for-profit body with a political, philosophical, religious or trade union aim and on condition that the processing relates solely to the members or to former members of the body or to persons who have regular contact with it in connection with its purposes and that the personal data are not disclosed outside that body without the consent of the data subjects;
- (e) processing relates to personal data which are manifestly made public by the data subject;
- (f) processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity;
- (g) processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;
- (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health

or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;

- (i) processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices, on the basis of Union or Member State law which provides for suitable and specific measures to safeguard the rights and freedoms of the data subject, in particular professional secrecy;
- (j) processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

Data Protection Act 2018 Right of Access to Personal Data

SUBJECT ACCESS REQUEST FORM

Information

We should respond to your request within one calendar month unless it is deemed complex where up to an additional 2 month extension will be applied as allowed by the Act. However this period does not start until:

- a) We are satisfied about your identity
- b) You have provided enough detail to enable us to locate the information you are seeking

Please complete the following sections of this form providing as much information as possible to help us deal with your request.

1. Provide details of the person about whom the Council is holding data (the Data Subject)

Full Name (Print) _____

Date of Birth _____

Present Address:

Previous Address (if less than 3 years at your present address):

Post Code:

Post Code:

Telephone Number _____

Email address _____

2. Are you requesting information about yourself (person referred to in question 1)? If **YES**, then go to question 3. If **NO** please complete the following:

Full Name (Print) _____

Present Address:

Post Code:

Telephone Number: _____

Email address: _____

Relationship with data subject and brief explanation as to why you are requesting this information rather than the data subject:

If you are acting on behalf of the data subject you will need to enclose their written authority including a signature or other legal documentation (e.g. power of attorney) to confirm this request. You also need to enclose evidence of your identity and that of the data subject (see section 4 for details of acceptable identity)

3. Please provide a clear description of the information that you are requesting, see table below. If you provide **specific** details of what information you want, e.g. name of a document relevant to a time period rather than just the whole of your file you may receive a quicker response.

| Description of Information | Council Service Holding this Information | Time Period for Information Requested |
|----------------------------|--|---------------------------------------|
| | | |

- Please note if you looking for a specific document/ piece of information – you may receive this quicker.

If you are asking for social care information please provide the name of your Social Worker or Personal Assistant

Name:

4. Please provide **two** pieces of evidence of your identity (one containing a photo). Acceptable types of documents used to verify your identity are detailed below.

| | | | | |
|-----------------|----------|------------------|--------------|--------------|
| Driving Licence | Passport | National ID Card | Medical Card | Utility Bill |
|-----------------|----------|------------------|--------------|--------------|

You may wish to send your documents special/recorded delivery. Your proof of identity will be returned to you securely after verification.

5. All information in respect to your request will be sent to you via secure email unless alternative arrangements are made. We may require further evidence of your identity if you collect your information from Council premises.

Declaration

To be completed by all applicants. Please note that any attempt to mislead the Council may lead to prosecution.

I (insert name) _____

certify that the information given on this application form and any attachments therein to Telford & Wrekin Council is accurate and true.

I understand that it is necessary for the Council to confirm my identity and it may be necessary to obtain more information in order to locate the correct information.

Signature _____

Date _____

Return of the Form

If you are either posting your documents and payment or hand delivering them then our address is detailed below:

Information Governance
Telford & Wrekin Council
Darby House,

Lawn Central,
Town Centre,
Telford TF3 4JA

Our email address is foi@telford.gov.uk

How we will send you the information you have requested

We want you to receive the information you have requested in the most convenient way for you.

However we do have an obligation under the Data Protection Act 2018 to provide you with the information you have requested in the most secure way possible.

We believe the most secure way to provide you with the information is either:

- For you to collect the documentation in person from our offices
- For us to email you the information securely/encrypted using our Secure Communication System which would allow you to electronically access the information requested (free of charge)

We can post your information to you but there are risks attached to providing you with your information using this method, e.g. Royal Mail may lose your information, deliver it to the wrong address, etc.

Please confirm you are happy to receive your information by our Secure Communication System by ticking the box below and confirming the email address that your information should be sent to:

| | | | |
|----------|--------------------------|---------------|----------------------|
| Tick Box | <input type="checkbox"/> | EMAIL ADDRESS | <input type="text"/> |
|----------|--------------------------|---------------|----------------------|

Alternatively if you prefer any of the other methods below please indicate which by ticking ONE of the boxes below:

| | | |
|----------------------|--------------------------|---|
| Collection in person | <input type="checkbox"/> | CD or Paper Copy <i>(please circle your choice)</i> |
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|----------------------------|--------------------------|---|
| By Post (special delivery) | <input type="checkbox"/> | CD or Paper Copy <i>(please circle your choice)</i> |
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