



NORTH HERTFORDSHIRE DISTRICT COUNCIL:

Privacy Statement

Directorate – Legal and Community

March 2021

The Legal and Community Directorate consists of the following departments;

- 1) Community Development
- 2) Community Safety
- 3) Democratic Services
- 4) Licensing & Enforcement
- 5) Legal Services
- 6) Policy
- 7) Safeguarding

This Privacy Statement should be read in conjunction with the [Corporate Privacy Notice](#)

1. How do we collect your personal data?
2. How do we process your personal data?
3. With whom we may share your data?
4. How we store your data?

1. How do we collect your personal data?

- When you apply for Council services.
- When you make contact with us via the telephone contact via email, letter or any other form of communication.
- When you make a complaint or enquiry form (about a Councillor, the Council or a service area).
- Gifts and Hospitality information, including anyone providing these.
- On Assets of Community Value forms.
- Information received from third parties such as external solicitors, Police, or other Local Authorities we undertake work for.
- Seeking advice from a third party in connection with your matter.
- Verifying your identity.
- From other internal departments instructing Legal services to undertake work for the Council.
- From financial records of property and planning transactions.

2. How do we process your personal data?

We process your personal data using internal computer systems such as outlook and Information@work to enter and store details.

Internal file management systems are also used for the storage and archiving of files and documents.

Herts FX computer system is used for receiving and sending information securely from local government authorities in Hertfordshire.

GVAS and Cadcorp systems are used to access property information.

If we have collected your data and you wish to request to stop using a service and withdraw your consent for the Council to process your personal data, you can apply to do so by completing the on-line form <http://web.north-herts.gov.uk/GDPR/>. There may, however, be reasons for us to decline this request and if that applies reasons will be given for that decision.

3. Sharing your personal data

We may share your data with third parties in the following circumstances:

- With Government Departments as required by law, for example the Department for Works & Pensions, Her Majesty's Customs & Excise, Land Registry, The Office of Surveillance Commissioners, The Local Government, and Social Care Ombudsman.
- Police, Judicial agencies such as the Court, external solicitors, barristers chambers to obtain advice or assistance on your matter and where the processing is necessary to comply with legal obligations for the protection and detection of crime.
- Legal representatives, consultants and expert witnesses where the processing is necessary to comply with legal obligations for the protection and detection of crime.
- Internal client departments to deliver legal advice and services.
- Where necessary for law enforcement functions e.g. licensing, planning enforcement, food safety, health and safety at work and envirocrime matters.
- Elected Members/Councillors, Executive Members, Co-opted Parish, Community or Town Councillors, Parish Clerks, Independent Persons on standards complaints cases.
- Legal work undertaken on behalf of another local authority, or Council Trust, or Council company.
- Where the Council contracts with a third party to wholly or partly provide a particular Council service.
- With regulatory bodies such as the Solicitors' Regulation Authority or potentially through any quality assurance regimes, such as Lexcel.

- Where any of the following apply:
 - National or public security or defence.
 - Prevention, investigation, detection or prosecution of criminal offences.
 - other important public interests, in particular economic or financial interests, including budgetary and taxation matters, public health and security.
 - monitoring, inspection or regulatory functions connected to the exercise of official authority regarding security, defence, other important public interests or crime/ethics prevention.
 - The protection of the individual, or the rights and freedoms of others.
 - the enforcement of civil law matters.

We may share your data with other Council services where this will lead to an enhanced service being provided to you.

4. How will we store your personal data and for how long will we keep it?

Most personal data is stored within computer application systems, (including a corporate document imaging system), which are accessible only by those authorised to process the data.

A limited amount of personal data is stored in paper files, which are securely locked when not in use.

There may be occasions where we need to transfer your personal information to countries outside the European Economic Area, (EEA) which do not provide the same level of data protections as in the UK. In these circumstances, we will take steps to ensure that your personal information is adequately protected.

We will only retain the information for as long as is necessary and in accordance with the Corporate it's the Retention Policy. is available at:

<https://www.north-herts.gov.uk/home/council-performance-and-data/data-protection-and-freedom-information/retention-schedule>