Privacy notice – Digital Services with the Public

Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at data.protection@derby.gov.uk.

How do we collect information from you?

We collect information from you when you visit www.derby.gov.uk; also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Examples of personal data Digital Services collect include personal contact details. An example of special category data we may collect is disability information.

When Content Filtering for the Public Internet Access service we will routinely monitor and log user-specific information including:

- Device information.
- Location Data.

How is your information used?

We may use your information to:

- Help resolve requests for service raised through MyAccount, E-forms or emails
- Set up and manage user accounts such as MyAccounts
- Manage, analyse and improve your customer experience
- Promote collaboration with Council partners
- Facilitate technological development and improve digital services to enable us to determine you are eligible for services
- Process payments or charges
- Notify you of changes to our services
- Send you communications which you have requested and that may be of interest to you

Digital Services with the Public privacy notice version 2
• To provide guest access to the public internet service deployed at Council premises
• To better understand user behaviour on the Public Internet Access
• To identify or investigate operational problems with the services we provide to you and to monitor for their correct operation.
• Investigate suspected unauthorised access to or use of the services we provide.
• Identify and control security threats including defending against attacks against our systems or the services we provide.
• Support the detection or prevention of activities that are in breach of our policies.
• Comply with legislation.

We may use your data in accordance with the following lawful basis depending on the service being used for the fulfilment of:

• A task carried out in the public’s interest
• The Council’s legal obligations
• The Council’s legitimate interests
• Your explicit consent (where requested/required)

COVID-19/Coronavirus
Coronavirus has been added as a notifiable disease under the Health Protection (Notification) Regulations 2010. The Council have a legal duty to process and share personal information in accordance with the Coronavirus Act 2020. Any such processing will be done in the public interest to promote health and wellbeing.

The Council have a duty to notify Public Health England and the local authority where the individual resides (if different), where there are suspected Coronavirus cases. In this instance, the Council will disclose the information under Article 9(2)(j) of GDPR (processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health), and confidential information can be lawfully disclosed in the public interest, without consent, where the benefits to an individual or to society outweigh both the individuals and the public interest in keeping the information confidential.

The Council may contact staff, service users, residents and patients with messages relating to Coronavirus by text, phone, letter or e-mail. This contact is not direct marketing; therefore we do not need your Consent before contacting you. There is more information available on the national Information Commissioners Office approach to the current epidemic here: https://ico.org.uk/

Research and statistics
Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

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Who has access to your information?

We may share your information with the following third parties for the reasons detailed:

- Internally with other departments to facilitate the delivery of the service
- Council Partners to deliver the service
- IT System Suppliers that are contracted to work with the Council
- IT consultants who are contracted to work with the Council
- Appointed legal advisors or insurers
- Statutory agencies, such as the Police, National Fraud Authority – We may share your information with statutory agencies in line with our legal obligations and/or in completion of our public tasks.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.
Rectification – you can ask us to correct any incorrect information.
Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.
Portability – you can ask us to transfer your personal data to different services or to you.
Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.
Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at https://www.derby.gov.uk/retention-schedule/. We will comply with Data Protection legislation.

What security precautions are in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

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We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

**Under 13**

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

**Cookies & IP addresses**

**What are Cookies and why are they used?**

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. Our cookies are used in a completely anonymous data analysis process that helps us determine what we can do to enrich your experience when you interact with any of our services. These cookies do not collect or store any of your personal information and are used for internal research and analysis purposes only. View what cookies we use and how you can manage them at [https://www.derby.gov.uk/site-info/about-cookies/](https://www.derby.gov.uk/site-info/about-cookies/).

**Complaints**

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

**By Post:** Information Governance  
The Council House,  
Corporation Street,  
Derby, DE1 2FS

**By phone:** 01332 640763

**By email:** data.protection@derby.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

**By Post:** Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By phone:** 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk.