

Privacy notice – Engineering

Who we are?

Engineering within Derby City Council is responsible for the delivery of the council's highway and highway structures maintenance and improvements projects, the asset management of the structures assets and other internal engineering related consultancy support.

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.

Details of information obtained from third parties?

We do not access personal data from any third party sources outside of the council in the delivery of the Engineering Services.

How is your information used?

The Council's engineering service carry out works in an effort to fulfil public tasks outlined in law i.e. addressing highway maintenance requirements the lawful basis for processing information in relation to such work is completion of public tasks in the public interest.

The Council's engineering service also carry works of a commercial nature i.e. public real improvements to city centre streets to attract businesses to the city and processing of personal data relating to such works will be justified in accordance with the Council's legitimate interests.

In accordance with the Council's legitimate interests and in fulfilment of our public tasks we may use your information to:

- communicate with you directly on Engineering services you have requested.
- consult with you on the design and delivery of Engineering projects that may directly impact you.
- assess issues / concerns raised during the design, consultation and construction of highway or other engineering works.
- assess and communicate bridge structure related issues raised by you, including abnormal load routing.

- communicate directly with other sections of the council to address the issue you have raised.

Research & statistics

Anonymised & pseudonymised data may be used for research & 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.

Who has access to your information?

We may share your information with:

- Other Council Departments. (eg Highways, Traffic & Transportation, Planning, etc...)
- Council appointed contractors and consultants involved in the specific service delivery in line with our legal obligations and in completion of our public tasks.
- Other statutory bodies involved in the associated service delivery (eg Network Rail, Severn Trent Water,) in line with our legal obligations and 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

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

Details of any automated decision processes

None

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. View what cookies we use and how you can manage them at <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.