

# Privacy notice – IT services

## 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](mailto:data.protection@derby.gov.uk).

## How do we collect information from you?

We collect information from you when you visit [www.derby.gov.uk](http://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. In Digital Services we collect a variety of personal and special category data in accordance with the lawful bases set out below.

Examples of personal data Digital Services collect include photographs and personal contact details. An example of special category we collect data is disability information to support with technological reasonable adjustment.

## How is your information used?

We may use your information to:

- help resolve Service Requests, Incidents and Problem Cases raised on the IT Portal or via the IT Service Desk
- set up and manage user accounts such as e-mail accounts and shared folder permissions
- set up and manage application accounts for IT systems across the Council
- monitor and improve the IT Services that we provide using information collected from IT surveys
- manage the use and allocation of IT equipment such as laptops, tablets and mobile phones
- be able to restore data if required from backups
- manage, analyse and improve your customer experience
- (where applicable) monitor the use of equipment & assets, staff performance and conduct (For further information, please refer to the HR & OD privacy notice)
- analyse system performance - this is likely to take the form of pseudonymised or anonymised data
- manage and promote information security

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- manage and promote equality and diversity
- manage compliance with Council policies and procedures
- Authenticate account details via multi-factor authentication<sup>1</sup>
- Promote collaboration amongst internal services and the integration of Council partners
- Monitor, identify and prevent information & cyber security incidents
- Facilitate technological development and improve digital services

We will primarily use your data in accordance with contractual obligations arising from the contract of employment. Alternatively your data will be processed in accordance with:

- The Council's legal obligations
- The Council's legitimate interests
- Fulfilment of public tasks
- Your explicit consent (where requested/required)

If we inform you that we are processing your data in accordance with your consent or legitimate interests, you have the right to opt out at any time. This can be done by e- mailing [ServiceDesk@derby.gov.uk](mailto:ServiceDesk@derby.gov.uk)

### **Research and statistics**

Anonymised and 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 the following third parties for the reasons detailed:

- IT System and Hardware Suppliers that are contracted to work with the Council
- IT consultants who are contracted to work with the Council
- DCC HR Team as part of the user account creation process
- DCC Finance Team to assist with the budget management process
- Schools as part of a managed Sold Service
- Derby Homes as part of a managed service
- Derby Museums as part of a managed service
- Appointed legal advisors or insurers
- Statutory agencies as required by law
- Cyber investigators as required by law or in accordance with a public task
- Emergency planning teams in the event of a major incident
- Customers, service users and council partners

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<sup>1</sup> Multifactor authentication (MFA) is a security system that requires more than one method of authentication from independent categories of credentials to verify the user's identity for a login or other transaction



Further detail about employee data that will be generally managed will be listed within HR & related privacy notices. This notice should not be considered in isolation.

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 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**

We will not process your data for any automated decision processes.

### **Under 13**

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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](mailto: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](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

