

Privacy notice – Legal and Insurance 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.

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?

If you are in contact with a council department, or have contacted your local councillor, and asked for their assistance in resolving an issue that you may have, then the information you have provided to the department or councillor may be passed on to us so we can help to address your issue when we advise the department or councillor. The reverse may be the case, where you may not have initiated the contact but a council department or councillor refers a matter about you to us seeking advice. Another instance where we may gain information about you from a third party is where you may be involved in correspondence, negotiation or dispute with or involving the Council, and we receive information about you from a court, tribunal, solicitor, other person representing you, or other interested third party.

How is your information used?

In accordance with our legal obligations, legitimate interests and in the fulfilment of our public tasks we may use your information to:

- Enable councillors or officers of the council to investigate or assist with any issues which you may have raised, or which involve you or, as appropriate, so that we can notify you of any updates or keep you informed;
- Defend legal claims
- Represent Council Departments in legal proceedings
- Comply with orders of the Court

We are under a duty to disclose information to our insurers under the Insurance Act 2015 and the terms and conditions of the policies. In relation to Insurance Claims, we are under a duty to disclose personal information as per Part 31 of the Civil Procedure Rules.



More information about why we process your information on the relevant service areas privacy notice. For example;

- For legal proceedings regarding children you may want to refer to the Children & Young People Privacy Notice, or;
- For more information employee matters you may want to refer to Human Resources' Privacy Notice.

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 regularly share with Her Majesties Court and Tribunal Service, Counsel, Opponent Solicitors, Witnesses, Experts (Medical - Buildings), Mediators - In addition we MAY in certain circumstances share with Ombudsman, ACAS, Insurers, Other statutory agencies for example Police, Fire, Other Local Authorities

We regularly share insurance data with our Broker, Insurers, External Solicitors, Opponent Solicitors and Experts.

We may share information in accordance with the National Fraud Initiative. For more information please refer to <https://www.gov.uk/government/collections/national-fraud-initiative> and <https://www.derby.gov.uk/council-and-democracy/data-protection/nfi/>.

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

Legal services do not carry out any automated decisions.

Under 13

If you are under 13 and accessing any of our online services, please get your parent/guardian's permission before 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.

