

# Privacy notice – Traffic and Transportation

## 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](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.

## Details of information obtained from third parties?

We may receive personal information about you from the following organisations in order to carry out our statutory duties and other functions of the service.

- Blue Badge Improvement Service
- Driver and Vehicle Licensing Agency
- Police
- Enforcement agencies for the collection of unpaid debts
- Traffic Penalty Tribunals
- Schools, colleges, escorts or contracted taxis
- Schools and colleges will provide registers of those pupils taking part in cycle training

## How is your information used?

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

- Process your request under the freedom of information act 2000
- Register your support for, or objection to a proposed Traffic Regulation Order under The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 2012
- Inform you of the outcome of a Traffic Regulation Order under The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 2012
- Clarify information with you about the nature of an enquiry or complaint you have made
- Recover costs for damage to highway assets where it has been proved that you were responsible.



- Recover the cost of parking contraventions under Section 4 of the Civil Enforcement of Parking Contraventions (England)
- Inform you of any changes to cycling activities either you or your child have been booked onto
- Keep a register of attendance of children taking part in the council's Bikeability courses
- Inform you of any relevant cycling courses if you have previously taken part in one of Cycle Derby's activities
- Process any request made by you under section 50 of the Highways Act 1980
- Process any Temporary Traffic Regulation Order required by you under The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 2012
- Process your request under the freedom of information act 2000
- Locate a particular child as part of our home to schools transport service under the Safeguarding Vulnerable Groups Act 2006
- Carry out enhanced Disclosure Barring Service checks under the Safeguarding Vulnerable Groups Act 2006

## 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 the following third parties for the reasons detailed;

- Internally with other departments
- Statutory agencies, such as the Police, 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?

### How long will we keep your in

**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 the Data Protection 2018

## 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

N/A

## 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.](#)

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



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

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Tel: 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).

