

Equality and Human Rights Privacy Notice

This privacy notice tells you what to expect when the Council collects your personal information, it covers your contact with the Council and its officers via face to face conversations, telephone, email and written communication. This privacy notice applies to the Equality and Human Rights Team and includes all residents that are in contact with the department.

If you have any queries regarding this Privacy Notice please contact Celia Golden on Celia.Golden@hounslow.gov.uk / 0208 583 2530 or Sarfraz Kherdin on Sarfraz.Kherdin@hounslow.gov.uk / 0208 583 2567.

The Council has to collect and analyse equalities data to demonstrate compliance with the Equality Act 2010 (Specific Duties) Regulations 2011.

The London Borough of Hounslow as Data Controller will be responsible for collecting and processing the majority of the information that you provide us under Lawful Processing Article 6(1)(e) '*... necessary for the performance of a task carried out in the public interest or in the exercise of official authority ...*' of the General Data Protection Regulation. Processing in this context means the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies necessary for tasks to be carried out in the public interest or for the provision of health or social care services.

GDPR and Equalities Monitoring

Equalities data is considered 'special categories' data under Article 9(1) of the GDPR and includes all the equality protected characteristics: for example your race or ethnic origin, sex, gender reassignment; disability; age; sexual orientation; religion/belief, whether in a marriage or a civil partnership and pregnancy. It also includes political opinions, trade union membership, criminal record, genetic, biometric data and postcode data.

The council will take into account the implication of collecting, processing, storing and analysing data under GDPR and when publishing the data. The Council needs your explicit consent to collect, process and store this data. All data will be kept confidential and secure.

When we have contact with you either in person, by phone, email or any other form of communication we may need to collect and store the personal information about you or your family provided so that we can offer the appropriate service. The types of information we require from you will include at a minimum the following personal information, such as:

- name
- address and postcode
- contact information
- telephone number
- email address
- all the protected equalities characteristics referred to above

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What do we use your information for?

To enable us to carry out functions to allow us to communicate and provide services appropriate to your needs, gather information which informs planning and service delivery and, research or statistical analysis that allows us to target and plan the provision of services for all residents with disabilities, autism and mental health conditions. To also identify residents/users to notify them of proposed or planned changes to services that may affect them. To improve access to services and to invite you to events and consultations.

What is the source of your personal data?

In most cases, we will obtain your personal data directly from you. If we get it from another source, we will: inform you of the source when we first communicate with you. We will also inform you if we disclose or envisage disclosing that personal data to another party.

Who your information may be shared with (internally and externally)

To meet our statutory obligations, as well as to provide you with a service where appropriate, we may need to share the information you provide us with other professionals such as:

- other commissioned services such as transport providers
- internal departments within the London Borough of Hounslow
- the MPS and other Police Services
- the LFB and other Fire Services

We will only share your information with internal departments and other service providers, contractors and/or partner bodies where it is necessary:

- to comply with a legal obligation
- to provide you with a service you have requested
- where the disclosure is necessary for the purposes of the prevention and/or detection of crime
- where it is necessary to allow a third party working for or on behalf of the Council

We will strive to ensure that any personal data in our care will be kept safe and that where your information is disclosed to a third party, we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

We will not use your personal data for third party marketing purposes without your prior express consent.

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How long will we keep your information?

We will only retain information for as long as it is required, to provide you with the service you request. We will review the data annually and delete your data, if you do not wish it to be stored.

Information Security

We recognise that the information you provide may be sensitive and we will respect your confidentiality. We keep information about you confidential. This means we store it securely and control who has access to it. We will not store any information where we are not legally required to do so.

Your Rights

The Council tries to be as open as it can be in terms of giving people access to their personal information. You can find further information about your rights under the new Data Protection laws [here](#)

Individuals can find out if we hold any personal information by making a Subject Access Request.

You can make a request to the Council for any personal information we may hold about you by:

Completing the [online form](#) or Emailing the Customer Relations team – dataprotection@hounslow.gov.uk

The information will be provided to you free of charge.

Your right to make a complaint

The Council tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

If you want to make a complaint you can contact us
on: Complaints Team

London Borough of Hounslow, Civic Centre, Lampton Road, TW3 4DN

Data Protection Officer

The Council's Data Protection Officer can be contacted
on:

Email: InformationGovernance@hounslow.gov.uk

Post:

Information Governance
Team London Borough of
Hounslow Civic Centre,

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Lampton Road Hounslow,
TW3 4DN

Information Commissioner's Office

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law, and what you should expect, visit the Information Commissioner's website:

<https://ico.org.uk/>

If you have any concerns regarding any privacy practices or about exercising your Data Protection rights, you may contact the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe
House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745

Email: casework@ico.org.uk

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GDPR Consent Form

Please sign below if you consent to the Equality and Human Rights Team collecting, processing, storing and analysing your data for the purposes of inviting you to any Equalities meetings, which you may be interested in attending, and to undertake any Council wide consultations, focus groups, events and Equalities pilot projects.

Please note that you are also giving your consent to the Equality and Human Rights Team to share information to transport suppliers, if you require transport to attend any of our meetings.

We will not share any information where we are not legally required to do so or if it is not necessary for us to do so. We will only share such information with your consent.

We will update this data annually, giving you an opportunity to refresh your preference.

If you have any further queries about GDPR or information the Equalities Team have of you, please contact either Celia Golden or Sarfraz Kherdin on:

Celia.Golden@hounslow.gov.uk or 0208 583 2530

Sarfraz.Kherdin@hounslow.gov.uk or 0208 583 2567

Right to withdraw your consent:

You have the right to withdraw your consent at any time. If you wish to withdraw your consent, please sign in the column below against your name. Please note, we will not be able to provide you with transport or other specialist services, if you haven't given consent to storing and sharing your data.

