

Community Partnerships Unit Privacy Notice

This Privacy Notice was last updated on 14th October 2019

The Community Partnerships Unit is part of the London Borough of Hounslow. Under Data Protection law, the London Borough of Hounslow is a Data Controller and we are responsible for collecting and processing your personal information about you in order to provide a public service and meet our statutory obligation. Processing includes the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies. This Privacy Notice tells you how the Community Partnership Unit maintains your privacy and protects your personal information when using any of the services specifically provided by us, including

- Receiving our e-newsletters
- Promoting your organisation and / or services via our Community Information Guide
- Applying for or in receipt of grant funding
- Providing a service on our behalf via contract with us
- Attending training, workshops or events we organise or commission
- Taking part in engagement activities such as Tenants Academy, Photo competition and so on
- Signing up to receive news, alerts or other information via our engagement activities

It explains the information we may collect from you or that you may provide when you register for our services, what we may use it for and whom we may give it to. It will also explain your rights towards your personal information and how we look after it while we have it.

If you have any questions about this privacy notice or any concerns about how we process your data, please contact us on Community.development@hounslow.gov.uk.

1. What personal information do we collect?

In order to provide you with information on and access to our services, we may collect personal information about you through our website, telephone conversations, emails, application forms, sign up forms and written communications. We will only ask for the personal information relevant to the service or support you are requesting.

The information we collect may vary based on what service we provide to you. This may include information by which you may be personally identified such as name, postal address, e-mail address or telephone number ("personal information"). We may also collect information on the topics you tell us you are interested in receiving information on, i.e funding, training, community groups. In some situations, i.e meetings we may record these meetings so that the minutes can be accurate, these recordings will be used for writing minutes only and will be then deleted.

When you apply for a grant or tender to deliver a contract it will include information on the organisation which you are representing and the relevant service / project, including financial information. If you are successful in receiving grant funding or tendering for a service we will also collect and store your bank details to allow us to pay you.

2. How we collect personal information

We collect information:

- when you contact us for any reason by email, post or phone and when you register for our Evolve newsletter
- when you register and upload information on your service and / or organisation on the Community Information Guide
- via our grant application forms when you apply to us for funding
- when you submit a tender proposal
- when you volunteer with us
- provided online, such as completing an online sign up form or completing a survey
- when you take part in our engagement activities

Contacting us

When you contact us, whether by telephone, through our website or by e-mail, we may collect the data you have given to us in order to reply with the information you need. We may keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

Making a complaint

If we receive a complaint from you we will record all the information you have given to us and use it to resolve your complaint. If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also receive personal information indirectly, in the following scenarios:

Personal information (names and contact details) may be collected from a third party i.e an organisation that we have contract/tender with. This information may be used for monitoring and evaluation and to keep you informed of relevant topics

3. How we process your information

We use your information in various ways, such as to:

- provide you with the information or service that you request from us
- send you information or invitations to activities, training, workshops or events
- keep our records accurate and up to date
- comply with any legal obligations we may have
- meet any other purpose for which you provided your information

4. Why we need your information

The law requires us to specify the grounds under which we process your personal information, which are as follows:

We have a formal contract with you.

When you, apply for one of our grants or contracts, a contract might be formed between you and us. To carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We will continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

Information we process with your consent.

When you, sign up to our service via our website or completing a paper form, you are providing us with some of your personal information. , We aim to use this personal information by ensuring that you are informed on the relevant topics via emails, phone, face to face and so on

If you have given us permission to do so, this will be done on a 1:1 basis, we may from time to time pass your name and contact information to colleagues in other Council service areas or external partners who may provide you with the required information, support or service.

We will continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists. You may withdraw your consent at any time by contacting community.development@hounslow.gov.uk. However, if you do so, we may not be able to provide you with our further information or support.

Information we process because we have a legal obligation

Sometimes, we must process your information in order to comply with a statutory obligation, for example, with the finance team or to the Police, we may be required to give information to legal authorities if they request it or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

5. Sharing your information with others

Information provided for certain purposes can be read, copied, downloaded, or used by other people, for example

- listings on our Community Information Guide
- items of news or information provided for inclusion in Evolve, our e-newsletter
- requesting a service from us where we use a third party to provide specialist advice or support
For example – if you need funding support we will pass your details onto the organisation that we have a contract with
- promoting allocated grant funding via [DataShare](#) or similar platforms. No personal information will be recorded on these platforms
- personal information will be shared with relevant organisations i.e The Tenants Academy – you will be referred to the appropriate service
- when you have taken part in an community competition such as the phot competition and the art exhibition – your work will be shown on different types of media including your name

If we are required to, we will share your information with internal departments and other service providers, contractors and/or partner bodies, but only where it is necessary:

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

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.

6. Your rights

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

- Emailing the Customer Relations team – dataprotection@hounslow.gov.uk
- Writing to us:
Community Partnerships Unit, Hounslow House
7 Bath Road,
Hounslow,
TW3 3BE
community.development@hounslow.gov.uk.

The following rights apply to you:

- The right to be informed
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

Depending on the lawful basis on which the Council relies on for processing your personal data, for example; we have legal obligation to process personal data, you may not always be able to exercise these rights. For more information about your rights please visit the ICO's website.

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

7. Retaining your information

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for and provide you with the service requested. This will include our responsibilities to comply with any legal, accounting, or reporting requirements.

- To comply with our funding agreements, we keep records for up to seven years;
- To comply with contract law, we keep records for up to seven years;
- We will continue to send you our e-newsletters and other relevant information until you advise us that you wish to unsubscribe
- Your record will remain on the Community Information Guide until either you remove your organisation's record, amend the contact or other details within your record, or we remove data that we believe to be incorrect or out of date.

All the information you provide us is held within securely on LBH shared drive which can only be accessed by the CPU team and is only shared with your permission

8. 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
Hounslow House
7 Bath Road
Hounslow
Middlesex
TW3 3EB

[Find out more on how to make a complaint.](#)

9. 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 from us, visit the [Information Commissioner's website](#).

If you have any concerns regarding our 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

A full list of the information we control and process and for what purposes is set out in our notification with the Information Commissioner's Register of Data Controllers. Our registration number is Z5761176. You can view our registration on the Information Commissioner's website.

10. Hounslow Council Data Protection Officer

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

InformationGovernance@hounslow.gov.uk

Or by writing to:

Information Governance Team
London Borough of Hounslow
Hounslow House
7 Bath Road
Hounslow
TW3 3EB

11. Use of IP addresses

The Council's website does not automatically capture or store personal information, other than logging the user's IP Address or the location of your computer or network on the Internet, for systems administration and troubleshooting purposes. If you are connected to the Internet, you have an IP address.

12. Use of Cookies

You can read more about how we use cookies on our [Legal Notices page](#)

13. Links to Other Websites

You can read more about links to other websites on our [Legal Notices page](#).

14. Changes to our Privacy Policy

We may amend this notice in order to encompass any changes in the law, our experience of handling your personal information, guidance from the ICO or for other legitimate reasons. We will notify you of this change by posting the latest version on this website. We encourage you to check this privacy notice from time to time to ensure you are aware of the latest version. The date the privacy notice was last revised is identified at the top of the page.

To ask questions or comment about this privacy notice and our privacy practices, contact us on Community.development@hounslow.gov.uk.