

# Privacy Notice

## Trading Services

### Public Liability Claims

#### Information about how Trading Services use your personal data

Trading Services are committed to protecting your privacy when you use our services. This Privacy Notice explains how Trading Services (as a Data Controller) collects, uses and protects personal information that we hold. Information may be collected on paper or online form, telephone, email or by a member of our staff. All information is processed in accordance with Data Protection Legislation (GDPR) 2018.

You have provided your personal information to: Trading Services Department, St Helens Council, Hardshaw Brook Depot, Parr Street, St Helens, WA9 1JR

#### What is Personal Data

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or with any other information the data controller may hold. The majority of personal data we hold will have been provided to us directly from you.

#### Who is the data controller and how can I get in touch?

St Helens Council is the data controller.

We have an appointed Data Protection Officer who you can contact via email at: [dataprotection@sthelens.gov.uk](mailto:dataprotection@sthelens.gov.uk)

#### What information we collect about you

The Parks and Landscape Service may collect and/or hold some or all of the following information about you in relation to your request:

- Personal name, address and contact details
- Relevant business, company or organisation name, address and contact details
- Correspondence (emails, letters, notes of telephone conversations)

#### Why we collect and use your personal data

We use this information to give permission for the use of a council asset and to ensure the security and protection of the asset against loss or damage as a result of your actions for which you will be liable for, and also:

- To enter into, and fulfill an agreement
- Confirm your identity
- Contact you by post, email or telephone
- Understand your needs to provide the services that you request
- Understand what we can do for you and inform you of other relevant services and benefits
- Obtain your opinion about our services
- Update your customer record
- Help us to build up a picture of how we are performing at delivering services to you and what services the people of St. Helens Borough need
- Prevent and detect fraud and corruption in the use of public funds
- Make sure we meet our statutory obligations including diversity and equalities

#### How we protect and use your information

Information we hold about you will be stored securely and will only be made available to those who have a right to see it.

It is also used by relevant council departments, such as Accounts and Income, and external agencies where it is lawful and fair to do so. In each case we will only share the minimum amount of information, when required, for reasons already listed in this privacy notice and also:

With other St Helens Council services to:

- Provide advice and assistance to you
- Help carry out their legal duties, including the enforcement of regulations
- Invoicing, billing

In addition, information may be shared with external agencies that we are required to consult with by law to help carry out their legal duties and enforcement of regulations, these may include:

- Relevant government and enforcement agencies
- Courts

### **The lawful basis for processing your information**

We process your information for these purposes because it is necessary to carry out the legal functions of administering the service we provide to you and to keep you informed of any changes.

- (b) Contract: the processing is necessary for a contract with an individual, or because they have asked you to take specific steps before entering into a contract;
- (c) Legal obligation: the processing is necessary for you to comply with the law;
  - St Helens Council Policies
  - St Helens Council's Financial Regulations
  - The enforcement of regulations

### **Marketing**

St Helens Council Trading Services provide information in relation to surveys relating to the services provided. This personal data is collected only where you provide your consent that you wish to be informed.

### **How long we keep your data**

Data is not held any longer than is necessary and the council follows legal, financial and regulatory requirements as well as professional best practice on how long information should be kept before destruction or archiving.

<b>Service</b>	<b>Term</b>
Personal information in relation to a claim.	Destroyed 1 year following final outcome of claim

### **What rights do I have in relation to my data?**

You have the right to request access to information about you that we hold. To make a request for your personal information, contact our Data Protection Officer, whose details are above.

You also have the right to:

- Object to processing of personal data that is likely to cause or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- Have inaccurate data rectified
- In certain circumstances, have personal data blocked, erased or destroyed;

Alternatively, if you are not satisfied with the resolution of your complaint then you have the right to complain to the Information Commissioner's Office (Tel: 0303 123 1113, Online: <https://ico.org.uk/>, Post: Information Commissioner, Wycliffe House, Water Lane, Wilmslow, SK9 5AF)

### **Changes to our Privacy Notice**

We regularly review our privacy notice and encourage you to check it from time to time. This notice was last updated in February 2020.