

Service Area and contact details

Service Area:	Streetscene & City Services
Contact Details:	cccadmin@newport.gov.uk
Privacy Notice Name:	Customer Services. Requesting our services via webform, email, telephone, social media and face to face channels.

Source and categories of information being processed

This section is only relevant if personal data has been obtained from a source other than yourself (the data subject).

Newport City Council has obtained the following categories of your personal data:

Click here to enter text.

We have obtained your information from:

Click here to enter text.

Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

Our legal basis for processing your information:

We have a statutory obligation to process your personal data

Further details about our legal basis for using your information and the purpose of processing:

When you contact us via any of our customer services channels, we will ask you for information to enable us to deliver a service. We exercise official authority to process the data you provide as it is in the public interest to do so. The information we collect about you will be used for the purposes of:

Helping you to access Council services when you contact us by telephone, email, web-form, social media as well as visiting us in person.

For information on how your data is subsequently used, this will be covered by the privacy notice for the relevant service area

The right to withdraw consent

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

(Only relevant to consent based processing)

<p>You must provide us with the information we need to deliver the service, if there is either:</p> <p>a) A contractual obligation to do so, or b) A statutory obligation to do so.</p> <p><i>(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task)</i></p>
<p>The consequences of not providing the information are as follows:</p> <p>Failure to provide the information we require may result in you being unable to access Council services and the full range of support we provide</p>
<p>Special Category Data <i>(Only relevant if special category data is being processed)</i></p> <p>Sometimes we process special category which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:</p>
<p>Automatic decision making/profiling <i>(Only relevant if we are making an automated decision on a data subject)</i></p> <p>Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:</p> <p>Click here to enter text.</p>

<p>Who will have access to your personal information?</p>
<p>Newport City Council is the data controller and the Data Protection Officer is:</p> <p>Digital Services Manager Email: information.management@newport.gov.uk Tel: 01633 656656</p> <p>Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.</p>
<p>The main users of your personal information are:</p> <p>Staff within the following departments of Newport City Council will process your personal data so that we can deliver services to you;</p> <p>City Services, Education, Regeneration, Investment & Housing, Law & Regulation, People & Business Change, Adult & Community Services, Children & Young People Services, Finance.</p>

We may share your information within Newport City Council:

We will share your information with other service areas as listed above who may require this information in order to provide you with a service.

We may share your information with other, external organisations:

We may share your data with 3rd party organisations listed below to facilitate a request for service;

Department of Work and Pensions
Gwent Music Support Service
Natural Resources Wales
Newport City Homes
Newport Live
Other Local Authorities
Other Registered Social Landlords
Transport for Wales
Wastesavers
Welsh Assembly Government

Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as ‘data processors’. In processing your data, we use the following data processors:

Abavus Ltd host our customer data and as such, are recognised as data processors. We have been assured that Abavus Ltd fully comply with UK Data Protection legislation and have the appropriate level of technical and organizational security around our customer data. For more detail, further reading is available here;
<https://abavus.co.uk/how-my-council-services-supports-gdpr-compliance/>

Details of any international transfers of your personal information:
(if applicable)

Not applicable as we do not transfer your data internationally. All of the data captured via the My Council Services platform is stored and processed within the UK. Abavus Ltd will not move data outside of the UK.

Requests for information

All recorded information held by Newport City Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act.

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

Information.management@newport.gov.uk

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

www.newport.gov.uk/FOI

Your Rights

The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:

- a) to have you data rectified if it is inaccurate or incomplete;
- b) to have your data erased;
- c) to restrict the processing of your data;
- d) to exercise your right to data portability;
- e) to object to the processing for the purposes of direct marketing, profiling and automated decision making.

In all instances, please submit your request to:

information.management@newport.gov.uk

Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

Information.management@newport.gov.uk

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Councils complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF.

How long will we retain your information?

Details of retention period

We will retain your information in line with our Information Retention and Disposal Policy and will keep your information only for as long as it is needed, after which it will be deleted or destroyed.