

Service Area and contact details

Service Area:	Housing and Communities
Contact Details:	Migrationteam@newport.gov.uk
Privacy Notice Name:	Migration Team

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:

Newport City Council's Migration Team will request and record details about the service user so that we can provide information, advice, and assistance.

The type of personal information that the Migration Team will obtain are:

Name
Address
Contact Details
Date of Birth
Gender
Nationality
Immigration Status – (as recorded on the most recent immigration document)
Languages Spoken
Reason for referral

We may obtain information from:

The Migration team will only liaise with organisations and individuals relevant to your case. These include:

NCC Departments
Welsh Government
Health Boards
Education Institutions (such as schools, colleges, universities)
Other Local Authorities
Housing Providers
MPs Office
Members of the public

We may also need to contact the Home Office. However, we will only do this after having obtained your express consent.

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, and
We have a legal duty to process to process your personal information
We have your consent to process your personal data

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

The Migration Team is governed by a range of legislation that provides the lawful basis for processing your information, depending on the reason for your referral.

Immigration Legislation

Social Services and Well-being Act (Wales) Act 2014

Human Rights Act 1998

Housing (Wales) Act 2014

All Wales Safeguarding Procedures

Equality Act 2010

The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011

Education (Wales) Act 2014

Well-Being of Future Generations (Wales) Act 2015

We will also ask for service users/organisations to provide consent on the referral form and on the consent form.

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)

You must provide us with the information we need to deliver the service, if there is either:

- a) A contractual obligation to do so, or
- b) A statutory obligation to do so.

(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)

The consequences of not providing the information are as follows:

Without this information we will not be able to provide you with the most appropriate and helpful information, advice, and assistance.

Special Category Data

(Only relevant if special category data is being processed)

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:

There is substantial public interest

Automatic decision making/profiling

(Only relevant if we are making an automated decision on a data subject)

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:

Not applicable

Who will have access to your personal information?

Newport City Council is the data controller and the Data Protection Officer is:

Digital Services Manager

Email: information.management@newport.gov.uk

Tel: 01633 656656

Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.

The main users of your personal information are:

Newport City Council (NCC) Migration Team

We may share your information within Newport City Council:

We may share your information within Newport City Council with the following teams;

Housing Team

Education Team

Supporting People

Safeguarding Team

Vulnerable Persons Settlement Team

Benefits Team

We may share your information with other, external organisations:

We may share your information with the following agencies and organisations;

Welsh Government

MPs Office

Health Boards

Other Local Authorities

Housing Providers

Educational Institutions (i.e. colleges, universities)

Legal Representatives

We may also need to contact the Home Office. However, we will only do this after having obtained your express consent.

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:

Not applicable

Details of any international transfers of your personal information:

(if applicable)

Not applicable

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. We will keep your information for 10 years after which it will be securely deleted or destroyed.