

# Privacy Policy

Buckinghamshire County Council of County Hall, Walton Street, Aylesbury, Buckinghamshire HP20 1UA (“the Council”) is committed to protecting and respecting your privacy. The Council’s Privacy Policy applies to any personal data collected for or on behalf of the Council by any method.

## The Council and Your Data

The Council is increasingly working with a number of partner organisations and third parties to deliver and carry out services on your behalf. This policy sets out the basis on which any personal data the Council collects from you, or that you provide to the Council, will be processed. Please read the following carefully to understand the Council’s views and practices regarding your personal data and how the Council will treat it. By visiting <http://www.buckscc.gov.uk/> you are accepting and consenting to the practices described in this policy.

The Council’s approach to sharing information is detailed in section 2 below and an explanation of the Council’s use of cookies can be found in section 3.

The Council’s responsibilities with regard to safeguarding the privacy of its residents, service users and website visitors are set down by the Information Commissioner and can be found at <https://ico.org.uk/for-the-public/>

For the purpose of the Data Protection Act 1998 (the Act), the Council is a data controller and details of the data processed by the Council may be found on the Council’s notification with the Information Commissioner’s office.

## 1. Information the Council may collect from you

The Council may collect and process the following data about you:

**Information you give the Council.** You may give the Council information about you by filling in forms on the Council’s website or by corresponding with the Council by telephone, e-mail or otherwise. This includes information you provide when you register to the Council’s website, participate in discussion boards or other social media functions on the Council’s website, enter a competition, promotion or survey, when you report a problem with the Council’s website and when you use any Council services. The information you give the Council may, for example, include your name, address, e-mail address and telephone number.

**Information the Council collects about you.** With regard to each of your visits to the Council’s website, the Council may automatically collect the following information:

- Technical information, including the Internet protocol (IP) address used to connect your computer to the internet and your login information, browser type and version;
- Information about your visit, including the full Uniform Resource Locators (URL) services you viewed or searched for, length of visits to certain pages and methods used to browse away from the page and any phone number used to call the Council.



**Information the Council receives from other sources.** The Council may receive information about you if you use any other website the Council may operate or other services the Council may provide. In this case the Council will have informed you when it collected the data that it may be shared internally and combined with data collected on this site.

## 2. How the Council uses your information

The Council uses the information held about you in the following ways:

### To provide you with a service

- For the purpose for which you provided the information, for example, processing information given on an application for a Council service, for the purpose of handling a complaint or enquiry or to monitor the Council's performance in responding to your request.
- To process financial transactions including receipts and payments involving the Council, or where the Council is acting on behalf of other government bodies, for example, the Department for Work and Pensions.
- To enable the Council to verify your identity when seeking services from the Council. The Council routinely checks information provided by you or information supplied by an external organisation about you against other information held by the Council.

### To communicate with you

- To allow the Council to communicate and provide services appropriate to your needs, for example, assistance to new parents, free services or additional help available, information on other related services that either the Council or the Council's partners may offer, newsletters, general advice and guidance.
- To seek feedback on how the Council is performing or to seek your views on the services you have used.
- If you wish to 'opt out' of receiving information that the Council feels might be of interest to you, but that does not relate directly to the service you are using, you can do so at any time by calling the Customer Service Centre on 01296 395000 and asking to 'opt out' of receiving additional information or you can 'opt out' by using the Council's Website at [www.buckscc.gov.uk](http://www.buckscc.gov.uk)

### For the purpose of service development

- The Council shares data internally across all services for the purpose of internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes and financial planning to assist the Council in making informed decisions.
- To notify you about changes to the Council's services.
- To improve the Council's website to ensure that content is presented in the most effective manner for you and for your computer.
- To allow you to participate in interactive features of the Council's service, when you choose to do so.
- As part of the Council's efforts to keep the Council's site safe and secure.



## To meet legal and statutory obligations

- To ensure that the Council meets its duties, including obligations imposed under Equality and Health and Safety legislation.
- For applicable law enforcement functions, for example, licensing, planning enforcement, trading standards and food safety and compliance with legal obligations such as the prevention and/or detection of crime.

## 3. Disclosure of your information

The Council may share your personal information with selected third parties and partner organisations including:

- government bodies, the police, fire and rescue, health and social care organisations and educational establishments.
- contracted service providers delivering Council services, for example, Buckinghamshire Learning Trust, Buckinghamshire Care, Transport for Bucks, Buckinghamshire Law Plus.
- District Councils, Public Health and Clinical Commissioning Groups.

The Council only shares information with third parties and partner organisations when it is appropriate to do so. All third parties and partner organisations must comply with the requirements of the Act and the Council routinely undertakes relevant checks prior to information sharing to ensure compliance.

The Council's Overarching Data Sharing Protocol sets out the principles for using and sharing data and can be found by contacting [FOI@buckscc.gov.uk](mailto:FOI@buckscc.gov.uk)

## 4. Website Visitors

When you visit the Council's website at [www.buckscc.gov.uk](http://www.buckscc.gov.uk) or a specific Council service webpage, the Council uses a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. The Council does this to determine which pages are being viewed, to help improve your experience and to gauge the number of visitors to support service development. This information is processed anonymously.

**Cookies.** The Council's website uses cookies to distinguish you from other users. This helps the Council to provide you with a good experience when you browse the Council's website and also allows the Council to improve its site. No personal information is stored. Examples of how the Council uses cookies include:

- recognising your computer to avoid having to give the same information several times
- recognising previous usernames and passwords
- recording numbers of visitors to the Council's website

If you do not want to accept cookies, your browser can be set to automatically reject them or to inform you every time a website asks to store a cookie. You can also delete previously stored cookies.



You can find out more about cookies and how to manage them on the Government website: <https://www.gov.uk/help/cookies> The Council's cookie policy is compliant with the EU Privacy and Electronic Communications Directive.

**External links.** The Council website may, from time to time, contain links to and from the websites of third party sites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that the Council does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## 5. People who contact the Council

**Emailing the Council.** All emails sent to the Council, including attachments, may be monitored for reasons of security and for monitoring compliance with office policy. Blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to the Council is lawful.

**Writing to the Council.** Data collected via correspondence received by the Council, including complaints, is retained in line with National Archive recommendations. For further information please see the National Archive website at <http://www.nationalarchives.gov.uk/>

**Using the Council's services.** The Council, its partners and commissioned providers offer various services to the residents of Buckinghamshire and the wider public. The Council's partners and commissioned providers may contact you regarding the services they are providing directly to you as well as regarding other relevant and appropriate services. If you wish to opt out of receiving other relevant information from our partners or providers, please inform the relevant organisation directly.

## 6. Complaints or queries regarding the use of your personal details

The Council strives to meet the highest standards when collecting and using personal information and takes any complaints received in this regard very seriously. Any queries or concerns should be addressed to the Data Protection Officer, Buckinghamshire County Council, County Hall, Aylesbury, Buckinghamshire HP20 1UA or email [foi@buckscc.gov.uk](mailto:foi@buckscc.gov.uk). The Council also welcomes any suggestions for improvement.

This Privacy Policy has been drafted with brevity and clarity in mind. It is not intended to provide exhaustive detail in all aspects in relation to the collection and use of personal information by the Council, any partner organisation or third party provider. Any request for additional information may be addressed to the Data Protection Officer, Buckinghamshire County Council, County Hall, Aylesbury, Buckinghamshire HP20 1UA or email [foi@buckscc.gov.uk](mailto:foi@buckscc.gov.uk).

## 7. Access to Your Personal Information

The Act gives you the right to access information held about you. You can find out if the Council holds any personal information by making a 'subject access request'. For further information please see the Council's Freedom of Information page at <http://www.buckscc.gov.uk/about-your-council/open-data/freedom-of-information/>



## 8. Disclosure of personal information

Usually the Council will not disclose personal data without appropriate consent (excluding the sharing of data for research and analysis purposes). However, due to the nature of the Council's business there are statutory, legal and wellbeing occasions where the sharing of personal data without consent will be necessary. The Council may need to share information during an investigation into a safeguarding matter or where the sharing of personal data with a partner organisation is in the interest and wellbeing of the individual concerned.

## 9. Changes to the Council's Privacy Policy

The Council regularly reviews its Privacy Policy. Any changes the Council may make to the Policy in the future will be posted on this page. Please check back frequently to see any updates or changes.

## 10. Contact

Questions, comments and requests regarding the Council's Privacy Policy should be addressed to the Data Protection Officer, Buckinghamshire County Council, County Hall, Aylesbury, Buckinghamshire HP20 1UA or email [foi@buckscc.gov.uk](mailto:foi@buckscc.gov.uk)

