

**REDDITCH BOROUGH COUNCIL**

**DATA PROTECTION POLICY STATEMENT**

**1. Introduction**

- 1.1** The Data Protection Act 1998 places obligations on organisations processing personal data, and protects the rights and freedoms of the individuals who are the subjects of that data. This is a statement of data protection policy adopted by Redditch Borough Council.
- 1.2** Redditch Borough Council needs to collect and use certain types of information about people with whom it deals in order to meet its statutory obligations and legitimate interests as an employer and a provider of services to the public. This includes current, past and prospective employees, suppliers, clients/customers, tenants, taxpayers and others with whom the Council communicates. This personal information must be dealt with properly, however it is collected, recorded and used - whether on paper, on a computer or recorded in another format.
- 1.3** Redditch Borough Council is committed to the lawful and correct treatment of personal information and intends to fulfil all its obligations under the Data Protection 1998. Individuals can be assured that the Council considers any personal information it holds and processes to be highly confidential and that it will be treated with all due care.
- 1.4** It is possible that other legislation may at times, and under certain circumstances, override data protection requirements. Individuals should note that the Council intends to fulfil all of its legal responsibilities.

**2. Obtaining and Processing Data**

Redditch Borough Council will:-

- observe fully conditions regarding the fair collection and use of personal information;
- meet its legal obligations to specify the purposes for which personal information is used;

- collect and process appropriate personal information, and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements;
- ensure the quality of personal information used;
- apply checks to determine the length of time personal information is held;
- ensure that the rights of people about whom information is held can be fully exercised under the Act. (These include the right to be informed that processing is being undertaken; the right of access to one's personal information; the right to prevent processing in certain circumstances; the right to correct, block or erase information which is incorrect.);
- ensure that personal information, including photographs, is not placed on the Council's Website, without first obtaining the consent of the individuals involved.

### **3. Security of Data**

The Council is required to take appropriate technical and organisational security measures to safeguard personal information; Redditch Borough Council will take the following measures:-

#### **3.1 Employees**

- 3.1.1** The Council aims to ensure that all employees and Members who have access to personal data in the course of their work are properly trained, fully informed of their obligations under the Data Protection Act 1998 and are aware of their personal liabilities.
- 3.1.2** All employees and Members will be informed of the limits of their authority to use and disclose information both inside and outside the Council.
- 3.1.3** Any employee or Member deliberately acting outside his or her recognised authority will be dealt with under the Disciplinary Policy, or in the case of members, reported to the Standards Committee, when in place.
- 3.1.4** The Council has designated an Officer with specific responsibility for data protection issues in the organisation. The current Data Protection Officer is Mrs Patricia Bellamy and contact details are given in section 5 below.

#### **3.2 Policies and Procedures**

- 3.2.1** The Council will ensure that it has in place policies and procedures to provide staff with more detailed guidance on specific aspects of the processing and security of personal information. These will include:-

Information Security  
I T Security  
Internet and E-Mail Usage  
Record retention and destruction  
Disclosures of information

Additional policies and procedures may be introduced as appropriate.

- 3.2.2** Policies and procedures will be updated and amended as necessary to ensure continuing compliance with the requirements of the Data Protection Act 1998.
- 3.2.3** All employees and Members will be given copies of, or have access to, all policies and procedures which are applicable to their work for, or employment with, the Council.

### **3.3 Physical Security**

- 3.3.1** Access to office areas is restricted to employees by the use of core-locks on doors from public areas. All employees are expected to wear identity badges at all times on Council premises and to challenge anyone within a core-lock area who is not wearing an employee or visitor badge.
- 3.3.2** Computer systems are protected by password controls and, where necessary, access and audit trails to establish that each user is fully authorised.
- 3.3.3** Manual filing systems are held in secure locations and access is restricted to authorised employees.
- 3.3.4** Redundant personal data will be destroyed as detailed in the Information Security Policy. Paper waste is either shredded or collected in secure containers to be destroyed by a Confidential Waste contractor.

## **4. Data Subject's Rights**

Data subjects have a number of rights under the Act. These include the right to be informed about processing, to have access to their personal data, to prevent processing in certain circumstances and to have incorrect data rectified, blocked or erased.

The Council has a policy of charging £10 for each request for access to personal data, although this may be waived for individuals who are in receipt of, or entitled to receive, state benefits or Family Tax Credit."

## **5. Further Information, Enquiries and Subject Access Requests**

The Council's Data Protection Officer, Mrs Patricia Bellamy, is the first point of contact on any of the issues mentioned in this policy document. She can be contacted:-

- by post: at the Town Hall, Alcester Street, Redditch, B98 8AH;
- by telephone on 01527 64252, extension 3193;
- by e-mail at [pat.bellamy@redditchbc.gov.uk](mailto:pat.bellamy@redditchbc.gov.uk); or
- by calling in person at the Town Hall.

## **6. Complaints**

Anyone who is not satisfied with the way in which his or her enquiry or complaint has been dealt with should contact Miss Sheena Smith, Corporate Complaints Officer:-

- by post (letter or complaint form) at the Town Hall, Alcester Street, Redditch, B98 8AH;
- by telephone: on 01527 534166;
- by e-mail at [sheena.smith@redditchbc.gov.uk](mailto:sheena.smith@redditchbc.gov.uk); or
- by calling in person at the Town Hall.

Complaint forms and leaflets can be obtained from the Town Hall One Stop Shop, Neighbourhood Offices or Community Centres or on the Council's Website at [www.redditchbc.gov.uk](http://www.redditchbc.gov.uk).