

Torbay Council Public Trust Charter

Torbay Council collects personal information to ensure our services are as effective and efficient as possible. This charter sets out what you can expect from us when we handle your personal information

The Data Protection Act, 1998 (DPA) and processing of personal information

When we collect and process personal information we will do so in compliance with the DPA and relevant legislation. Please read our [data protection pages](#) for detailed information about this.

In observing the Data Protection Act, we will aim to ensure that the following principles apply in handling any personal information:

- Where you have a choice as to whether to provide us with your information, we will make it as easy as possible to exercise that choice
- Your information will only be processed without your knowledge where this is necessary for purposes such as national security, public safety, statistical analysis, the protection of the economy, the prevention of crime or disorder, the protection of health or morals, or the protection of the rights and freedoms of others
- Only information which we actually need will be collected and processed
- Your personal information will only be seen by people who need it to do their jobs
- Any information which we no longer need will be deleted
- Decisions affecting you will only be made on the basis of reliable and up to date information
- Your information will be protected from unauthorised or accidental disclosure
- A copy of any information we hold about you will normally be provided on request
- Any inaccurate or misleading information will be checked and corrected as soon as you bring this to our attention
- Proper procedures will be in place for dealing promptly with any complaints that you make

These principles apply to personal information which we hold both on computer and in some paper records

Some questions you may have about the Council's handling of personal information

1 - Who will see my information?

Employees and agents of the Council or any third parties who help provide the service to you. Information will only be shared with your consent, or where there is a lawful need or requirement to do so

We will let you know if we need to share it with other organisations to give you better public services - and if you can say no

2 - Why do all these people need it?

Generally speaking your information is needed:

- To ensure the service provided is appropriate for you
- To help fulfill the Council's statutory duties
- To enable the Council to carry out day to day operations, for example keeping in contact with you, or drawing up reports

Specific Service Areas should give you more detailed information when they collect your information via a 'privacy statement'

3 - What is a privacy statement?

This is a statement which contains details on:

- Why the personal information is needed
- Who will see the information
- What will be done with the information
- When it will be deleted
- How the information will be safeguarded
- How you can check and correct the information the Council holds about you
- How you can make a query or complaint, and where to get more information

A privacy statement can be given on a website, where the information is collected via on-line forms; or, on any hard copy forms the Council uses to collect information, for example application forms for disabled parking permits

4 - When is information deleted?

Your information will be kept only for as long as necessary to provide the service to you, and to ensure reports can be issued for government or Council purposes. It will be kept in line with any legal requirements for the retention of records

5 - How do you safeguard my information?

All employees have to abide by the Data Protection Act. In addition we have a Data Protection Code of Practice which employees have to familiarise themselves with; training for employees on Data Protection issues; an Information Governance Team to ensure the Council complies with the relevant legislation and good practice; and, there are strict technical controls in place for access to personal data, for example a secure computer server

6 – What data is the Council registered for holding?

To see what personal information the Council is registered for under the Data Protection Act please click here:

[Torbay Council \(Registration number Z5125989\)](#)

[Electoral Registration officer \(Registration number Z5668530\)](#)

7 – How can I help make sure the information Torbay Council holds about me is always correct?

You have a part to play in making sure your information is as accurate as possible, and you can do this by:

- Giving us accurate information when we ask for it
- Telling us as soon as possible of any changes
- Letting us know if you notice mistakes in the information we hold about you

8 - How can I check my information or get help?

To check your information you should always contact the particular Service Area which holds the data in the first instance

For general data protection advice, or to make a subject access request please see our [data protection pages](#) or contact the [Information Governance Team](#)

9 - What if I have done that and I'm not happy?

If you are not happy with our response you can make a complaint through our [corporate complaints procedure](#)

If you are still unhappy you can contact the Information Commissioner

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.informationcommissioner.gov.uk

Email: mail@ico.gsi.gov.uk

Telephone: 01625 545 745