**Directorate:** Resources

**Service Area:** Operations

**Contact Details:** [**dataprotection@monmouthshire.gov.uk**](mailto:dataprotection@monmouthshire.gov.uk)

**Privacy Notice Name:** Highways Direct Correspondence

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| **How we will use your information** |
| **Your Obligations**  **You have an obligation to provide the information requested**   1. There is a contractual obligation / requirement for you to provide the information requested as detailed below:   Delivery of services associated with maintenance of the Adopted Public Highway.  Without your information we will be unable to provide this service/ public task. |
| **Purpose and legal basis for using your information**  **Our legal reason(s) for using your information:**     1. Processing is necessary for the performance of a public task |
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| **Who will have access to your information?**  The Data Controller for your information is Monmouthshire County Council.  Email: dataprotection@monmouthshire.gov.uk  Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.  **These are the departments we share your data with internally:**  Grounds Maintenance  Waste and Cleansing  Estates  Transport  Building Control  Planning  Customer Relations  Freedom of Information  **These are the agencies/ organisations we share your data with externally:**  Environmental Husbandry  EcoVigour  **Details of transfers to any countries outside of the European Economic Area**  None  **There are circumstances where we are legally obliged to share your information with :**  Government Law Enforcement Agencies e.g. with the Police under the Prevention or Detection of Crime Act.  **Requests for information**    All recorded information held by Monmouthshire Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and General Data Protection Regulation including any other Data Protection law.  If the information you provide is subject to such a request, where possible Monmouthshire County Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows. |
| **How long will we retain your information?**  How long Monmouthshire County Council retains information is determined through statutory requirements or best practice. |
| **Is automated decision making / profiling used?**  Generally, there are no decisions made in Monmouthshire County Council that solely rely upon automated decision making or “profiling” alone. For further information contact [dataprotection@monmouthshire.gov.uk](mailto:dataprotection@monmouthshire.gov.uk) |
| **Your Rights**  **Your rights under the General Data Protection Regulation are:**   * The right to be informed * The right of access * The right to rectification * The right to the rectification, blocking, erasure or destruction of your information in certain circumstances. * The right to restrict processing * The right to object * The right to compensation if Monmouthshire County Council fail to comply with certain requirements of General Data Protection Regulation in respect of your information.   For further information please refer to [www.ico.org.uk](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/) |
| **Complaints Procedure**  If you object to the way that Monmouthshire County Council is handling your data, you have the right to complain. Please contact the Service Area detailed at the top of this document outlining your issues. Please follow this link for further information on the [complaints process.](http://www.monmouthshire.gov.uk/feedback)  If you remain unhappy you also have a right to complain to the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk) |

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|  | **Privacy Notice No:**  **Date Created:**  **Date Published:**  **Version Number:** | OPHI001  17.05.2018  25.05.2018  1 |

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| **Data Privacy Summary Notice** |

**How we will use your information**

Processing of your personal data by Monmouthshire County Council (MCC) is necessary to react to your request for maintenance of the Public Highway. Without this information, Highways MCC may not be able to fulfil this service.

Your details will be legitimately shared with other departments within MCC in a safe and secure manner. From time to time it may also be necessary that we share your personal details with our contractors; EcoVigour and Environmental Husbandry. Your personal details will not be shared further, unless in relation to safeguarding or other legal obligations.

Your records will be safely stored and retained in line with our retention policy, unless we need to retain under another lawful basis.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right to complain if you are unhappy with the way your information is being processed.

Should you need to make a complaint about the way your data has been processed, please contact [dataprotection@monmouthshire.gov.uk](mailto:dataprotection@monmouthshire.gov.uk) or if you are not fully satisfied you may contact the Information Commissioner’s Office online at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) or via their helpline: 0303 123 1113