



ADUR & WORTHING
COUNCILS

Safety & Resilience -Customers of Concern Privacy Notice

This privacy notice explains the following in relation to the Customers of Concern process;

Who is collecting your data?
Why do we need your data?
What is the legal basis for processing this data?
What data is being collected?
What do we do with the data?
How long do we keep data about you?
What are your rights?
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Who is collecting your data?

Adur & Worthing Councils are the data controllers (referred to in this notice as “we” or “us”) of your personal data for the purposes of applicable data protection legislation.

We take your personal data seriously and will ensure that we are doing the right thing when it comes to how we collect, use and protect your personal data. This privacy notice:

- explains how and why we collect and use your personal data;
- sets out the types of personal data that we collect;
- explains when and why we will share personal data with other organisations;
- explains the rights and choices you have when it comes to your personal data;

Why do we need the data?

We process the data to protect our employees and councillors against violence or harm during the course of their official duties.

We have a duty to ensure so far as reasonably practicable to ensure the health and safety and welfare of all employees as well as persons other than our employees so they are not exposed to the risks of their health and safety.

What is the legal basis for processing this data?

The legal basis for data processing we are relying on comes from Article 6 of the General Data Protection Regulations (GDPR). The following sections apply;

- Article 6(1)(c) Legal Obligation - Processing is necessary for compliance with a legal obligation to which the controller is subject;
- Article 6(1)(d) Vital interest - the processing is necessary to protect someone's life;
- Article 6(1)(e) Public task - the processing is necessary for you to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.

What data is being collected?

When an incident is reported we need to collect some or all of the information to be able to identify the individual and communicate with them as well as protect staff.

- Name;
- Address;
- Age;
- Gender;
- Date of birth or approximate age;
- Description;
- Details of the incident for which the data is necessary to protect employees and others.

What do we do with the data?

All reports are submitted via our computerised system by employees to capture the relevant information that is then processed for a decision to be made whether an individual is placed on the Customers of Concern register.

Once the report is created it generates an email notification to a line manager for an initial review and to set any recommendations or sanctions.

A further email notification is sent to an Assistant Director / Head of Service to review all of the available information and make a decision on whether the individual should be placed on the Customers of Concern register.

If the individual is approved for inclusion on the register the Safety and Resilience and notified in the last step to check for accuracy and compliance with GDPR before sending the summary report to all employees and on a case by case basis to relevant councillors where a significant threat is present.

We review the data on a frequent basis (a maximum period of 1 year depending on the severity of the incident) to determine whether the individual should remain on the register.

The data may be passed to Police where a criminal investigation is underway.

Depending on the type of incident an accident record may be sent to our Insurance Officer so that our insurer is aware of any impending civil action.

Where an incident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) we have a duty to submit a report to the Health and Safety Executive.

Any supporting information relating to the person will also be kept in line with the data retention schedule below.

We will not

- Share your personal data for marketing or sales purposes;
- Make decisions about you based on automated processing.

How long do we keep data about you?

In line with our Data Retention Policy and legislation we store the following information as detailed below;

Type of information	Retention Period
All reports where the individual is not authorised to go on the register. This information is archived for reference purposes only should there be a similar incident.	6 years from the date of the decision not to be included on the register.

What are your rights?

You are entitled to request a copy of any information about you that we hold. Any such requests must be made in writing.

If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk

How to Contact Us

You may contact us by emailing safety-resilience@adur-worthing.gov.uk

Alternatively you may contact the councils data protection officer at;

data.protection@adur-worthing.gov.uk

Or write to;
Adur & Worthing Councils,
Worthing Town Hall,
Chapel Road,
Worthing,
West Sussex,
BN11 1HA

Further information can also be found by going to our website.

<https://www.adur-worthing.gov.uk/about-the-councils/legal/data-protection/>