

Service: Information Governance

Data Controller: Runnymede Borough Council, Civic Centre, Station Road,
Addlestone, Surrey, KT15 2AH

Data Protection Officer: Natalie Lacey, dpo@runnymede.gov.uk

Introduction

We collect and process personal data relating to Freedom of Information (FOI) requests, Environmental Information Regulations, Subject Access Requests (SARs) and enquiries about data protection in order to carry out our statutory duty. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

We collect and processes a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- identification documents such as your driving licence and utility bill
- information provided as part of a request or enquiry

We collect this information in a variety of ways. For example, data is collected through online forms, correspondence with you and referrals from other council departments.

Why do we process personal data?

We have a legal obligation to process and respond to FOI & EIR requests and your rights under data protection law such as SARs and we require your personal information in order to comply with this obligation.

Who has access to data?

Your information may be shared with the parties set out below for the purposes stated above.

- Council departments
- Information Commissioner
- Information Tribunal
- Courts

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data.

The organisation will not transfer your data to countries outside the European Economic Area.

How do we protect data?

We take the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by members of staff authorised by the Data Controller for this purpose. Access to our systems is limited to authorised members of the Information Governance team whose job role requires access to the personal data.

For how long do we keep data?

We keep the register of requests for 2 years but the actual emails received are kept for 6 years in line with our email retention policy.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

You can make a subject access request by completing the organisation's form for making a subject access request. This can be found at the web address below.

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information Commissioner. The website address for further information on making a complaint to the Commissioner can be found below:

<https://ico.org.uk/make-a-complaint/>