



Cumbria County Council

Resilience Unit

Support Cumbria Privacy Notice

Contents

INTRODUCTION	3
WHAT INFORMATION DOES THE COUNCIL COLLECT ABOUT ME?.....	3
WHY DOES THE COUNCIL COLLECT INFORMATION ABOUT ME?.....	3
WHO DOES THE COUNCIL COLLECT INFORMATION ABOUT?.....	4
LAWFUL BASIS FOR PROCESSING DATA.....	4
PROTECTING YOUR INFORMATION.....	4
HOW CAN YOU REQUEST CORRECTION OF INACCURATE INFORMATION?	5
DATA TRANSFERS	5
CONTACTING THE COUNCIL.....	6
YOUR RIGHTS.....	6
DATA PROTECTION OFFICER.....	7

Introduction

Cumbria County Council is a 'data controller' under the General Data Protection Regulation and is committed to protecting your privacy when you use its services. This notice explains what the council will collect, who it will be shared with, why we need it and how we will use it. The council will continually review and update this privacy notice to reflect service changes, feedback from customers and changes in the law.

What information does the council collect about me?

As part of the work we do within the Cumbria Resilience Forum (CRF), we at the Resilience Unit may collect information from individuals and partner organisations such as:

- Name, role and organisation
- Phone numbers (work and personal)
- Email addresses
- Training and qualification

Why does the council collect information about me?

We collect the data from you so that we can share information, facilitate planning, facilitate response and recovery during incidents, and other activities in relation to Civil Contingencies work. We may store the information for as long as is necessary in order to carry out these activities.

We may also process data which is shared with us by other agencies, who have initially collected the data (as Data Controllers). We will process these data in line with appropriate handling, security and management policies and processes.

The council collects the information listed above to enable it to:

- Effective communication is a vital part of this work and the information collected is used to enable this.
- Communicate effectively with wider partners across the Cumbria Resilience Forum including voluntary and community organisations.
- Ensure that voluntary and community organisations can be communicated with quickly in the event of an incident, including out of hours.
- Ensure that all partners, including voluntary and community organisations, can communicate quickly, and directly, with those offering their time or donations.

Who does the council collect information about?

To provide services the council may need to collect information from or about the following:

- Voluntary and Community Organisation Members and Volunteers
- Agency Organisation Members
- Individuals and groups offering to volunteer during an emergency.
- Individuals and groups offering donations during an emergency.

Who does the council share information with?

The council may share information with:

- In some instances, the data we collect will be shared with other CRF partners (e.g. emergency services, local authorities, health trusts, voluntary organisations/charities, utility companies, transport companies, government agencies) for the purposes of carrying out activity in relation to legal duties under the Civil Contingencies Act and also during incidents, to protect the vital interests of individuals.
- The hard copy Emergency Communications Directory is circulated on a biennial basis to a named distribution list, available on request. These are sent recorded delivery and acknowledged by the recipient and their employment organisation becomes the data processor for that copy.

Where information sharing is necessary we are required to comply with all aspects of the General Data Protection Regulation and the Data Protection Act 2018.

Lawful basis for processing data

There are a number of legal reasons why we need to collect and use your personal information.

Generally we collect and use personal information where:

Legal Basis under the Civil Contingencies Act 2004 requires the information to be collected and shared.

If you want to remove your details, please [contact us](#) and we can deal with your request.

Protecting your Information

We will take appropriate steps to make sure we hold records about you (on paper and electronically) in a secure way, and we will only make them available to those

who have a right to see them. Our security includes: encryption, access controls on systems and security training for all staff. [View our Information Security policy](#).

If you access information online, the council website does not store or capture personal information, but merely logs a number called your IP address which is automatically recognised by the system. The system will record personal information if you:

- subscribe to or apply for services that require personal information
- report a fault and give your contact details for us to respond
- contact us and leave your details for us to respond

For further information visit our [Cookies](#) webpage.

How can you request correction of inaccurate information?

You should let us know if you disagree with some information we hold about you.

You may not always be able to change or remove the information; however, we will correct factual inaccuracies and may include your comments in the records. Please [contact us](#) to inform us of any inaccuracies.

Data Transfers

It may sometimes be necessary to transfer personal information overseas. When this is required information may need to be transferred to countries or territories outside of the European Economic Area (EEA). The council will ensure that all relevant safeguards are in place before this takes place and that all aspects of the Data Protection Act 2018 are complied with.

Contacting the Council

Emails

If you email us we may keep a record of your contact and your email address and the email for our record keeping of the transaction.

We suggest that you keep the amount of confidential information you send to us via email to a minimum and use our secure online forms and services.

You can sign up for email alerts for selected services using an external service from GovDelivery, with control over your preferences.

Telephone Calls

The council will inform you if your telephone calls are being recorded or monitored and will not record any financial card details if you make payments by telephone.

Your Rights

Access

Subject to certain conditions, you are entitled to have access to your personal data (this is more commonly known as submitting a "data subject access request"). If possible, you should specify the type of information you would like to see to ensure that our disclosure is meeting your expectations. We must be able to verify your identity. Your request may not impact the rights and freedoms of other people, eg privacy and confidentiality rights of other staff. Where you, the data subject, make a request by electronic form means, the information will be provided by electronic means where possible, unless otherwise requested.

Data Portability

Subject to certain conditions, you are entitled to receive the personal data which you have provided to us and which is processed by us by automated means, in a structured, commonly-used machine readable format. If you exercise this right, you should specify the type of information you would like to receive (and where we should send it) where possible to ensure that our disclosure is meeting your expectations. This right only applies if the processing is based on your consent or on our contract with you and when the processing is carried out by automated means (ie not for paper records). It covers only the personal data that has been provided to us by you.

Inaccurate or Incomplete Data

You may challenge the accuracy or completeness of your personal data and have it corrected or completed, as applicable. You have a responsibility to help us to keep your personal information accurate and up to date. We encourage you to notify us of any changes regarding your personal data as soon as they occur, including changes to your contact details, telephone number, immigration status. Please always check

first whether there are any available self-help tools to correct the personal data we process about you. This right only applies to your own personal data. When exercising this right, please be as specific as possible.

Object to/Restrict Processing

Subject to certain conditions, you have the right to object to or ask us to restrict the processing of your personal data. As stated above, this right applies where our processing of your personal data is necessary for our legitimate interests. You can also object to our processing of your personal data for direct marketing purposes.

Erasure

Subject to certain conditions, you are entitled to have your personal data erased (also known as the "right to be forgotten"), eg where your personal data is no longer needed for the purposes it was collected for, or where the relevant processing is unlawful. We may not be in a position to erase your personal data, if for example, we need it to (i) comply with a legal obligation, or (ii) exercise or defend legal claims.

Withdrawal of Consent

As stated above, where our processing of your personal data is based on your consent you have the right to withdraw your consent at any time. If you withdraw your consent, this will only take effect for future processing.

You also have the right to complain with the Information Commissioner's Office (ICO), which is the UK data protection regulator. More information can be found on the Information Commissioner's website: www.ico.org.uk/concerns

Data Protection Officer

We have appointed a Data Protection Officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information. You can contact the DPO in the following ways:

Email: dataprotection@cumbria.gov.uk

Post: Data Protection Officer,
c/o Information Governance Team,
Cumbria County Council,
Cumbria House,
117 Botchergate,
Carlisle
CA1 1RD

Last Updated: April 2020