

# London Borough of Camden Privacy Notice

## Data Subject Rights

This notice explains your rights under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18) and sets out why we are using your personal information and what we will do with it. For more information about our general processing see [www.camden.gov.uk/privacy](http://www.camden.gov.uk/privacy) or scan this QR code:



### 1. The name and contact details of the Data Controller and the Data Protection Officer

The data controller is London Borough of Camden, Judd Street, London, WC1H 9JE. Tel: 020 7974 4444. Our Data Protection Officer is Andrew Maughan, the Council's Borough Solicitor. [dpo@camden.gov.uk](mailto:dpo@camden.gov.uk) .

### 2. The purpose of processing

We use your data so we can deal with your Subject Access Requests (requests for your own data), Data Subject Rights (such as requests to have data erased, objections to processing, see 9 below etc) requests and associated queries, handle informal and formal reviews into these, deal with complaints to the ICO (Information Commissioner) and any associated court matters. We will also use personal data to handle disclosure requests from police and other agencies (such as HMRC and other councils) and parties (such as solicitors and courts). We will also process personal data to assist us in investigating and responding to data breaches and security incidents and to undertake our general compliance and audit duties under data protection and associated laws. We also do general processing as explained in our general Privacy Notice that is linked to above and detailed below.

### 3. What personal data we use

Your name and contact details, and the information you are contacting us about, plus any other information about you that we need to handle to appropriately deal with your request or undertake a disclosure or breach investigation. Where we need your ID to verify who you are we will process relevant forms of identification. You can choose to tell us other information if it will help us meet an access need (eg so we can send you information in large font if you have a visual disability). We will also use information we already hold about you in council systems to provide you with a better service and to ensure the council takes a joined up approach to information rights, complaints, data subject rights and delivering services.

### 4. Your information will be used to:

- Process and respond to your request, any complaints and follow ups
- Provide advice and assistance to you as a requester.
- Undertake disclosure to requesting parties as necessary and where it is lawful to do so
- Investigate data breaches and security incidents and take appropriate actions
- Take and defend relevant legal actions
- Provide information and context to other services dealing with requests, complaints or queries from you
- We will also use information we already hold about you in council systems to provide you with a better service and to ensure the council takes a joined up approach to information rights, complaints, data subject rights and delivering services.

- Comply with legal obligations such as the prevention and/or detection of crime including fraud, for employee safety, and for safeguarding purposes
- Meet any specific access needs you have disclosed such as large print or formats

## 5. Lawful Basis for processing personal data

Under the UK General Data Protection Regulation (GDPR), the lawful basis we rely on for using your personal data are:

- We have a legal obligation - GDPR Article 6 (1) (c)
- We need it to perform a public task – GDPR Article 6 (1) (e)

When we disclose information to third parties we may rely on the exemptions in paragraphs 2 and/or 5 of Part 1 Schedule 2 Data Protection Act 2018.

The underpinning laws are the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 for handling requests and service matters; Privacy and Electronic Communications Regulations for withdrawal of consent to marketing requests; for any safeguarding actions the Children's Act and the Care Act 2014, for employee and others' safety the Health and Safety at Work etc Act 1974, and to make reasonable adjustments for requesters the Equality Act 2010, for other processing the Localism Act 2011.

Where we may collect special category (sensitive) data about your race, health, ethnic origin, etc., we rely on the following lawful basis:

- We need collect it for Substantial Public Interest in order to comply with UK Legislation GDPR Article 9 (2) (g). When we use this legal basis we also have to comply with a Data Protection Act 2018 Schedule 1 Part 2 condition, and we apply the following: Para 6. Statutory and government purposes and the underpinning law being the Equality Act 2010, the Localism Act 2011, UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

## 6. What personal information you must provide and the consequences of not providing information when it is a legal or contractual requirement

We need to have your real name and a correspondence address so we can deal with your request. We may need identification so we can verify who you are to avoid the commission of a data breach. Failure to provide this may mean we cannot process your request.

## 7. When we share your information

We may share your information with other council departments or third parties where necessary to undertake council tasks. Camden's policy is that all information will only be shared among council services and other agencies, where we have a legal power or duty to do this or a court order compels or allows us to do so,. We will share only the minimum information for each circumstance. We also do general data matching or data sharing in certain areas for the prevention or detection of crime. More information on council services and information sharing can be found on the council's privacy statement linked above.

The council has a number of Data Sharing Agreements with organisations such as the Police or the NHS to cover sharing that is regular or routine. Ones from 2021 can be accessed here [Data Sharing Agreements \(DSAs\) | Open Data Portal \(camden.gov.uk\)](#)

When we receive a disclosure request from a third party, where it is lawful and appropriate to do so we will share information as necessary with that third party under the Data Protection Act 2018 schedule 2 Part 1 disclosure provisions in paragraphs 2 and 5.

We may sometimes need to share some of your information with:

- The Information Commissioner (the FOI and EIR regulator) and other similar bodies such as the LGSCO
- Cabinet Office – National Fraud Initiative (NFI)

- HM Courts and Tribunals service
- Other Local Government departments, bodies and services where there is a statutory obligation or a lawful reason to share
- Policing Authorities for the prevention and detection of crime
- Enforcement Agents authorised by Camden Council to recover unpaid Council Tax – currently Marston (Holdings) Ltd and Newlyn PLC
- Civica on Demand for the processing of Single Persons Discount reviews (anti-fraud and error monthly reviews to ensure those claiming SPD are truly entitled to it)
- Authorised third party representatives acting on behalf of the person / company whose personal data we are processing such as a relative, solicitor, debt advisor, accountant, managing agent or insolvency practitioner
- Your Councillor or MP where you have made a complaint to them about the Council for them to investigate on your behalf

## 8. How long will we keep your personal information?

Records are kept in line with our corporate retention schedule [LBC Retention Schedule and Disposal Policy \(camden.gov.uk\)](#). Records in this area are kept for 3 years and longer by exception (eg where there is an active data breach case). FOI responses (which generally contain no personal data) are kept for 7 years.

## 9. Your information rights and your right to make a complaint about your data

The law gives you a number of rights although there are some exemptions to these rights. If you would like more information on your rights and the exemptions, please see these websites:

- Camden Council <https://www.camden.gov.uk/your-rights>
- The Information Commissioner's Office [Individual rights - guidance and resources | ICO](#) To exercise your rights please use [Data Subject Rights form - Camden Council](#)

**If you have a data protection complaint** it would be helpful if you contacted us first at [dpa@camden.gov.uk](mailto:dpa@camden.gov.uk) to see if we can resolve the problem. You can also make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how the council has handled your personal data. You can contact the ICO Monday to Friday 9am to 5pm at telephone: 0303 123 1113. Live chat and other information can be found on their website: <https://ico.org.uk/global/contact-us/contact-us-public/public-advice/> You should contact our Data Protection Officer first to see if this will resolve the problem before going to the ICO.

**Automated decision making and transferring your personal information out of the European Union / European Economic Area (EU/EEA):** We do not use automated decision making or profiling to process your personal data. Data in our FOI case management system is processed within the EU.

## 10. Updating this Privacy Notice

We will update the Privacy Notice periodically. It was last updated in November 2024