



Privacy Notice

Where we hold personal information about you which we have collected from you

The Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR) require us, as a data controller, to tell you in concise, transparent, intelligible and easily accessible form how we will process your personal data.

This privacy notice sets out how we will use any personal information we hold about you, who we will share it with and how we will protect your privacy. It also contains information about your rights.

What is Personal Information?

Personal information can be any information that relates to or identifies a living person. Typically and at its most simple it could include a name, date of birth, postal address, email address, telephone number and debit or credit card details.

The law regards some personal information as special category data. This data is given more protection by law and includes information about an individual's:

- Race;
- Ethnic origin;
- Politics;
- Religion
- Trade union membership
- Genetics;
- Biometrics (where used for ID purposes);
- Health;
- Sex life;
- Sexual orientation

Where we want to use or share special category personal information, we have to identify both a legal basis (one listed in the table below), and, in addition satisfy further conditions under GDPR and the Data Protection Act 2018 if processing is necessary for reasons of substantial public interest.

Personal information concerning criminal convictions and offences is not special category personal data, but is a very sensitive type of personal information which can only be held used and shared in narrow circumstances. This may be where a data protection exemption applies or a condition for processing has been identified under Schedule 1 of the Data Protection Act 2018.

What we are required to tell you

Where we hold personal information about you which we have collected from you we are required to provide you with certain information. We have set out the information which we are required to provide you with in the table below. We consider that this is the best way of providing the information to you in a clear, transparent intelligible and easily accessible form.

This privacy notice will be supported by further service specific privacy notices where appropriate, and 'just in time' notices which provide you with specific information of how your data is handled upon collection.

The Right to Object

We are required to explicitly bring to your attention, clearly and separately from any other information the existence of the Right to Object. This is the right to object to processing based on the performance of a task in the public interest/exercise of official authority (including profiling), direct marketing (including profiling) and processing for purposes of scientific/historical research and statistics.

Further information is given in the table below.

The name and contact details of the data controller	Dover District Council Council Offices White Cliffs Business Park Dover CT16 3PJ
Contact details of the data controller's representative	Corporate Services Team Dover District Council Council Offices White Cliffs Business Park Dover CT16 3PJ email: dataprotection@dover.gov.uk
Contact details of the data protection officer	Joe Couchman Data Protection Officer Dover District Council Council Offices White Cliffs Business Park Dover CT16 3PJ email: dataprotection@dover.gov.uk

The purpose of the processing of personal data	Each notice sets out the purposes for processing personal data in the case of each service. Generally, this will be for one or more of the following purposes: • To perform our statutory functions • To deliver services to you • To manage those services we provide • Confirm your identity • Process financial transaction such as invoices, payments and benefits • To train and manage the employment of our workers who deliver those services • To investigate any complaints you have about our services • To monitor spending on services • To check the quality of services • To plan services • Prevent and detect fraud, corruption and crime • To protect individuals from harm
The legal bases for processing	Each service specific privacy notice will identify one or more legal bases for the processing of personal information. Generally, the legal bases will be one or more of the following: • consent • the processing is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract • the processing is necessary for compliance with a legal obligation to which we are subject • the processing is necessary in order to protect your vital interests or those of another individual • the processing is necessary for the performance of a task carried out by us in the public interest or in the exercise of authority vested in us • the processing is necessary for our legitimate interests or those of a third party. This will not apply to processing that we carry out in the performance of our tasks as a public authority. • The processing is necessary for the purposes of a recognised legitimate interest. This includes: • National Security and Public Safety • Crime Prevention and Detection

	• Safeguarding Children and Vulnerable Adults • Network and Information Security • Regulatory Compliance
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The recipients or categories of recipients of your personal information.	We will generally only allow your personal information to be used by those Council staff who need it to perform their functions. The Council has outsourced some of its services to either joint arrangements with other local authorities, arm's length partly owned companies, or private sector companies who provide services on our behalf. These organisations collect and use personal information on our behalf to provide services. We will need to supply your information to these organisations in order to supply a service to you. These include: EK Audit Partnership The East Kent Audit Partnership is between Canterbury City Council, Dover District Council, Folkestone & Hythe District Council and Thanet District Council. They are an independent appraisal function, which seeks to provide management with a level of assurance on the adequacy of internal controls and of risks to the Council's functions/systems. PartnershipOne Limited a Local Authority Trading Company (LATCo) owned by Canterbury City Council, Dover District Council and Thanet District Council which provides benefit services, income collection services, council tax and business rates administration and collection services and customer contact services to the Council. Personal Information may also be shared with the police, the Department for Work and Pensions, HMRC and other councils when we are either permitted to or are required to by law. The Council is a signatory to the Kent and Medway Information Sharing Agreement (KMISA). The types of purposes for which it is legitimate to share your personal information are set out in the partnership Agreement. We may share the personal information of our service users where it is fair and lawful to do so and where the sharing takes place in fair and transparent manner. Our purposes for sharing information will be specified in our service specific privacy notices. We will not make your personal information available to companies for marketing purposes. We may share information with partners to achieve purposes that benefit you or the local community.
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Intent to transfer personal data to a third country or international organisation	Should it be necessary to transfer personal information outside the European Economic Area (EEA), such transfers will only occur where appropriate safeguards are in place in accordance with the UK GDPR. These safeguards may include, but are not limited to: • An Adequacy Decision issued by UK Government; • International Data Transfer Agreement (IDTA), Standard Contractual Clauses (SCCs) adopted or approved by the relevant authority; • Binding Corporate Rules (BCRs) approved by a competent supervisory authority; or • Other legally recognised mechanisms, subject to a case-by-case assessment of the legal framework and practices in the destination country. In the absence of an adequacy decision or appropriate safeguards, transfers may only occur under specific derogations provided for in Article 49 of the GDPR, and only where strictly necessary and proportionate.
The period for which the personal data will be stored, or if that is not possible, the criteria used to determine that period	We will only keep your personal information for as long as we consider that it is necessary to be retained. We have a data retention schedules which lists how we would intend to keep your personal information. This may be viewed here. We will review our data retention schedule from time to time and therefore the time periods specified in it may change. Once personal information is no longer needed it will be deleted or destroyed securely and confidentially.
Use of Personal Data in System Testing and Development Environments	To ensure our systems are secure and meet your needs, we may use your personal data in the testing and development of new or updated IT systems. This helps us to: • Identify and resolve technical issues • Improve user experience and service delivery • Ensure systems meet legal and operational requirements Where possible, we use anonymised or pseudonymised data for these purposes. However, in some cases, it may be necessary to use identifiable personal data to accurately replicate real-world scenarios or to test specific functions. This may include personal data that has been provided directly from you, or by third parties such as DWP and HMRC, or other government departments and partner organisations.

	We take appropriate measures to safeguard your information during these processes, including strict access controls, secure environments, and data minimisation practices. Any use of personal data for testing or development is carried out in accordance with data protection legislation.
Rights of individuals whose information we hold.	The right to be informed We are required to supply you with information about the processing of your personal information through notices such as this one. The right to access personal information that we hold about you You have the right to obtain from us confirmation that your personal information is being processed and access to your personal information. This is so that you are aware of and can verify the lawfulness of processing. There is generally no charge for this. We will provide your personal information without delay and generally within one month of the receipt of your request. The right to rectification of your personal information You have the right to have any personal information which we hold about you rectified if it is inaccurate or incomplete. We will generally deal with your request within one month.

	The right to erasure of your personal information (this is sometimes called the 'right to be forgotten'). There are some specific circumstances where the right to erasure does not apply and we can refuse to deal with a request for example, where we are under a legal obligation to process your personal information in order to perform a task in the public interest. You have the right to have personal information erased and to prevent processing in specific circumstances: • Where the personal data is no longer necessary in relation to the purpose for which it was originally collected/processed. • When you withdraw consent. • When you object to the processing and there is no overriding legitimate interest for continuing the processing. • The personal data was unlawfully processed (i.e. otherwise in breach of the GDPR). • The personal data has to be erased in order to comply with a legal obligation. The right to restrict processing of your personal data You have the right to restrict processing of your personal information in certain circumstances. Where processing is restricted we are permitted to store your personal information but we may not process it further. We can retain just enough information about you to ensure that the restriction is respected in future. The right to restrict arises in the following cases: • Where you contest the accuracy of your personal information, we may restrict the processing until we have verified the accuracy of the personal data. • Where you have objected to the processing (where it was necessary for the performance of a public interest task), and we are considering whether our legitimate grounds override yours. • When processing is unlawful and you have opposed erasure and requested restriction instead. • If we no longer need your personal information but you require the personal information to establish, exercise or defend a legal claim.
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	The right to information portability You have the right to obtain from us and reuse your personal information for your own purposes where you have provided the information to us yourself, where we process the information by automated means and where our basis for processing is based on consent or contract. Where this right applies we will provide you with your personal information in a structured, commonly used and machine readable form. The right to object You have a right to object to: • processing based on the performance of a task in the public interest/exercise of official authority (including profiling) • direct marketing (including profiling) and • Processing for purposes of scientific/historical research and statistics Where the objection is to processing your personal information for direct marketing purposes we must stop processing your personal information when we receive your objection. Where the objection is to processing your personal data for the performance of a public interest task we must stop processing your personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, or, the processing is for the establishment, exercise or defence of legal claims. Where the objection is to processing your personal data for research purposes we do not have to comply with your objection where the processing of your personal information is necessary for the performance of a public interest task Rights related to automated decision making including profiling Where we use automated decision making including profiling the service specific privacy notice will explain the logic involved, the significance and the potential consequences for you. Where decisions are made solely by automated means you have the right to challenge such decision and request review.
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The right to withdraw consent	Where the legal basis for processing your personal information is consent, you have the right to withdraw that consent at any time by notifying us. Please contact dataprotection@dover.gov.uk and tell us which service you are using so that we can deal with your request. If you withdraw your consent it may not be possible to continue to provide you with that service.
The right to lodge a complaint	If you wish to complain about how we are processing your personal information you can submit a data protection complaint using the form below Submit Data Protection Complaint Alternatively, you can write or contact us using the details below: Dover District Council Council Offices White Cliffs Business Park Dover CT16 3PJ Email: dataprotection@dover.gov.uk Tel: 01304 872318 You also have the right to complain to the Information Commissioner's Office (ICO), at: The Information Commissioner Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Phone: 0303 123 1113 or 01625 545745 Website: www.ico.org.uk
The consequences of failing to provide personal information.	There are occasions when you must provide personal information. Where such an obligation exists either as a statutory or contractual requirement, or a requirement necessary to enter into a contract the service specific privacy notices will tell you and explain the possible consequences of failure to do so.
Processing personal information for a purpose other than that for which it was originally collected	Where we intend to process your personal information for a purpose other than that for which the personal data was collected, we will provide you with information on that other purpose before doing so.

Personal information about you which you have not provided to us	Sometimes we hold information about you which you have not provided to us. Where this is the case we will tell you in the service specific privacy notice. We will tell you the source of the information unless it is not possible to do so. If the specific source is not named then information will be provided about the nature of the sources (i.e. publicly/ privately held sources) and the types of organisation/industry/sector.
Further Information	As well as contacting the Council's Data Protection Officer you can view our Data Protection Policy. Data Protection

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