

## CULTURAL AND CUSTOMER SERVICES

### **THIS PRIVACY NOTICE COVERS THE FOLLOWING SERVICE AREAS**

- Customer Services
- Contact centre and blue badge administration
- Welfare Rights and Debt Advice
- Museums & Galleries
- Arts and Events
- Local Studies & Archives

### **INFORMATION COLLECTED**

- Name;
- Address;
- Ethnicity;
- Gender;
- Date of Birth;
- National Insurance Number;
- Health and Medical Information (including disability information and information supporting Blue Badge applications and to support welfare benefit claims and appeals);
- Financial Information (including information from lenders/landlords, bank statements, creditor information detailing debts/arrears to assist with debt management);
- Contact Information;
- Employment information;
- Photographs;
- Bank Account Information;
- School Attended / Education Provider;
- Next of Kin.

### **AGENCIES WE MIGHT SHARE THE INFORMATION WITH**

- Health Management Ltd;
- National Fraud Initiative (NFI);
- National Level Blue Badge Scheme Administrators;
- Northgate (producers of Blue Badges);
- Other Council services;
- Other Local Authorities;
- Police;
- Education Providers / Learning Establishments
- Archives and Records Association (UK & Ireland)
- H M Courts and Tribunal Service
- Department for Work and Pensions
- H M Revenues and Customs
- Creditors as part of a debt management strategy
- Tameside Housing Advice
- Procured/commissioned service providers/partners

### **PROCESSING YOUR INFORMATION**

Information you share with the Council may be subject to processing by a third party organisation. We may undertake a Data Protection Impact Assessment prior to commencing any such activity and will always ensure that processing of your data falls under one of the following lawful bases';

- We have your explicit consent;
- We have to fulfil a contractual obligation to you, or you have asked us to do something before entering into a contract;

- We have a legal obligation to process your personal data;
- We need to process your personal information to protect someone's life, this is known as a vital interest;
- We need to process your personal information 'in the exercise of public authority'. This covers the public functions, powers and obligations placed on the Council and set out in law;
- The final lawful basis is legitimate interest. As the majority of the Council's work is done as a public authority. There may be an occasion where we perform a task which is outside the scope of us being a public authority, in those instances we will perform a three part test to assess the purpose, necessity and balance of the processing to ensure your rights and freedoms are protected.

## **YOUR PERSONAL INFORMATION AND YOUR RIGHTS**

You can find out more about your rights regarding the personal information used for this service [here](#). Your rights apply to the information held by the Council as a data controller, and the information we hold on behalf of the other data controllers.

We may occasionally use your information to make decisions through automated means. If we do so we will inform you and advise you of your rights to have the decision reviewed or retaken.

For further information please email [information.governance@tameside.gov.uk](mailto:information.governance@tameside.gov.uk)

Privacy Notice Updated – January 2021