

Privacy Notice Information for West Suffolk Council service areas

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Families and Communities

1. Corporate Policy

Council service	Corporate Policy
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government, public registers • Projects • Surveys • Service delivery and improvement • Statistical analysis • Complaints • To answer Freedom of Information and Data Subject Access Requests
Why we are allowed to use your data	<ul style="list-style-type: none"> • Legal obligation or public tasks under various UK laws, including but not limited to: <ul style="list-style-type: none"> ○ The Local Government Act ○ The Localism Act 2011 • Consent – survey or complaints
Who we can share your data with	<ul style="list-style-type: none"> • Other local authorities • Survey owners • Project owners • Elected members and Members of Parliament (as your representatives) • Funding bodies
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

2. Customer Services and Transformation

Council service	Customer Services and Transformation
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government, public registers • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Financial transactions • Research, including consultations • Communication • Benefit enquiries and take up • Complaints • To answer Freedom of Information requests
Why we are allowed to use your data	<ul style="list-style-type: none"> • Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> ○ Housing Acts 1988, 1996, 2002, 2004 ○ The Homelessness Reduction Act 2017 ○ The Localism Act 2011 ○ The Freedom of Information Act 2000

Council service	Customer Services and Transformation
	<ul style="list-style-type: none"> ○ The Data Protection Act 2018 ○ The Road Traffic Regulations Act 1984 – for example, on road parking fines ● Contract – Garden Waste Collection
Who we can share your data with	<ul style="list-style-type: none"> ● Internal council services – for example, Housing ● External partners – for example, Anglia Revenues Partnership
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

3. Families and Communities

Council service	Families and Communities
The reasons we use your data	<ul style="list-style-type: none"> ● Statutory requirements – for example, reporting to Government ● To foster supportive networks ● To improve and sustain the lives of individuals, families and communities ● To support wellbeing and education ● To help influence partners, including the voluntary sector, in our shared endeavor of improving the health, wellbeing and safety of families and communities ● Complaints
Why we are allowed to use your data	<ul style="list-style-type: none"> ● Legal obligation or public task under various UK laws including but not limited to: <ul style="list-style-type: none"> ○ The Local Government Act 1972, 2000 ○ The Localism Act 2011 ○ The Anti-Social Behaviour Act 2003 ○ The Crime and Anti-Social Behaviour Act
Who we can share your data with	<ul style="list-style-type: none"> ● Judicial agencies – for example, courts ● Police ● Adult Care Services ● Youth Offending Service ● Voluntary agency partners ● Government departments ● Other local authorities ● Elected members and Members of Parliament (as your representatives) ● Funding bodies
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

4. Housing Options

Council service	Housing Options
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government • Service delivery – for example, housing advice and assistance • Service improvement and planning • Prevention and detection of crime • Research including consultations, customer feedback, complaints and access requests
Why we are allowed to use your data	<ul style="list-style-type: none"> • Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> ○ The Housing Acts 1988, 1996, 2002, 2004 ○ Homeless Persons Act 1977 ○ The Homeless Reduction Act 2017 ○ The Landlord and Tenant Act 1087 ○ The Localism Act 2011 • Consent – consultations/customer feedback/complaints
Who we can share your data with	<ul style="list-style-type: none"> • Housing providers • Other local authorities • Health agencies • Adult Care Services • Children and Young People’s Services • Judicial services – that is, courts • Police • Probation • Immigration services • Government departments – for example, HMRC, DWP • Safeguarding boards • Elected members and Members of Parliament (as your representatives) • Funding bodies
When computers make any decisions about you	Some automated processing and decision making in regard to priority banding
When your data gets sent to other countries	Not applicable

5. Strategic Communications

Council service	Strategic Communications
The reasons we use your data	<ul style="list-style-type: none"> • Communications • Publicity • Engagement through social media • Research including consultations
Why we are allowed to use your data	<ul style="list-style-type: none"> • Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Local Government Act 1972, 2000 • The Localism Act 2011 • Consent through the terms of the social media provider

Council service	Strategic Communications
	<ul style="list-style-type: none"> – for example, Twitter and Facebook • Consent in regards to publicity – for example, other media outlets
Who we can share your data with	<ul style="list-style-type: none"> • Other media outlets (see consent above)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

Growth

6. Economic Development and Growth

Council service	Economic Development and Growth
The reasons we use your data	<ul style="list-style-type: none"> • To engage with local businesses and offer support and advice • Service delivery • To award funding contracts • Service improvement and planning • To comply with funding contracts • Research including consultations
Why we are allowed to use your data	<ul style="list-style-type: none"> • Localism Act 2011 • Contract • Consent
Who we can share your data with	<ul style="list-style-type: none"> • Funding bodies • Elected members and Members of Parliament (as your representatives)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

7. Planning Strategy

Council service	Planning Strategy and Development
The reasons we use your data	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • Inspections under statutory and regulatory powers • To respond to complaints • Investigations under statutory and regulatory powers • Requests for licences • Requirements under planning acts and building regulations • Prevention and detection of crime • Research including consultations

Council service	Planning Strategy and Development
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Town and Country Planning Act • The Planning Act 2008 • The Housing and Planning Act 2016 • The Planning (Listed Buildings and Conservation Areas) Act 1990 • The Environmental Protection Act 1990 • The Countryside and Rights of Way Act 2000 (consultations)
Who we can share your data with	<ul style="list-style-type: none"> • Judicial agencies – for example, courts • Police • Government departments • Other local authorities • General public (via public registers) • Contractors/partners providing services on our behalf • Funding bodies • Environment Agency • Elected members and Members of Parliament (as your representatives)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

8. Strategic Housing

Council service	Strategic Housing
The reasons we use your data	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • Research including consultations
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Town and Country Planning Act • The Planning Act 2008 • The Housing and Planning Act 2016
Who we can share your data with	<ul style="list-style-type: none"> • Government departments • Other local authorities • General public (via public registers) • Contractors or partners providing services on our behalf • Elected members and Members of Parliament (as your representatives)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

9. Strategic Property

Council service	Strategic Property
The reasons we use your data	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • Research including consultations
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Town and Country Planning Act • The Planning Act 2008 • The Housing and Planning Act 2016
Who we can share your data with	<ul style="list-style-type: none"> • Government departments • Other local authorities • General public (via public registers) • Contractors/partners providing services on our behalf • Elected members and Members of Parliament (as your representatives)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

Human Resources, Legal and Democratic Services

10. Democratic Services

Council service	Democratic Services
The reasons we use your data	<ul style="list-style-type: none"> • To hold contact details of elected members • Register of Interest for elected members • To collate details of members of the public speaking at committee meetings • To respond to requests from the public – for example, complaints • Invitation to civic events • To maintain the electoral register • To run elections • To employ casual staff to run elections
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Localism Act 2011 • The Local Government Act 1972, 2000 • The Representation of the Peoples Act 1983 • Local Authorities (Overview & Scrutiny Committees) (England) Regulations 2009 • Local Democracy, Economic and Development Act 2009
Who we can share your data with	<ul style="list-style-type: none"> • Other local councils – for example, for joint events • The electoral register is a public register and can be inspected by the public • The edited version of the electoral register can be sold to third parties

Council service	Democratic Services
	<ul style="list-style-type: none"> • Police and other crime enforcement agencies • Elected members and Members of Parliament (as your elected representative) • Political parties
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

11. Elections

Council service	Democratic Services
The reasons we use your data	<ul style="list-style-type: none"> • To maintain the electoral register • To run elections • To employ casual staff to run elections
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • Representation of the People Act 1983 • Representation of the People Act 1985 • Representation of the People Act 2000 • European Parliamentary Elections (franchise of Relevant Citizens of the Union) Regulations 2001 • Representation of the People (England and Wales) Regulations 2001 • Electoral Administration Act 2006
Who we can share your data with	<ul style="list-style-type: none"> • Electoral Commission • Political parties • Local authorities (including parishes) • Candidates • ONS • British Library • Credit reference agencies • HM Courts Service • Public Inspection • Elected Members • Print suppliers
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

12. Health and Safety

Council service	Health and Safety
The reasons we use your data	<ul style="list-style-type: none"> • Accidents, Incidents and Near Misses Register • Violence at Work Register • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • RIDDOR Act 2013 • The Health and Safety at Work Act • The Localism Act 2011
Who we can share your data with	Health agencies including occupational health agencies
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

13. Human Resources

Council service	Human Resources
The reasons we use your data	<ul style="list-style-type: none"> • To employ staff • Payroll • Statutory requirements – for example, reporting to Government • Service delivery • Service improvement and planning • To promote Access to Work • To monitor equalities issues
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Employment Rights Act 1996 • The Sex Discrimination Act • The Equal Pay Act 1970 • The Race Relations Act 1976 • The Disability Discrimination Act 1995 • The National Minimum Wage Act 1998 • The Working Time Directive 1999 • The Employment Relations Act 1999 • Health and Safety at Work Act 1974 • The Equality Act 2010 • The Public Sector Equality Duty – Equality Act 2010 • The Localism Act 2011
Who we can share your data with	<ul style="list-style-type: none"> • Judicial agencies – for example, courts • Health agencies – for example, occupational health • Government departments – for example, DWP, HRMC • Immigration services • Disclosure and Barring Service • Regulatory bodies • Pension providers • Trade unions • Elected members and Members of Parliament (as your representatives) • Commissioned partners – for example, staff benefit scheme • Other businesses or organisations – for example, for references, market pay organisations • Employment agencies

Council service	Human Resources
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

14. Shared Legal Service

Council service	Shared Legal Service
The reasons we use your data	<ul style="list-style-type: none"> • To answer Freedom of Information requests and complaints • To monitor Regulation of Investigatory Powers (RIPA) authorisations • To provide a Land Charges service • To manage legal cases
Why we are allowed to use your data	<p>Legal obligation under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • The Freedom of Information Act 2000 • The Data Protection Act 2018 • The Regulation of Investigatory Powers Act 2000 • The Local Land Charges Act of 1975 and Rules of 1977 • The following areas of law/common law: <ul style="list-style-type: none"> ○ Employment ○ Litigation ○ Commercial ○ Property ○ Planning ○ Environmental ○ Local government ○ Judicial review
Who we can share your data with	<ul style="list-style-type: none"> • National regulators – for example, Information Commissioner’s Office, Investigatory Power Commissioner • Courts, judges, Crown Prosecution Service, employment tribunals • Legal representatives of other parties • Expert witnesses • Police and other crime enforcement agencies • Other public authorities – for example, councils, Government departments such as HMRC, DWP, immigration • Land Registry • Debt collectors • Union representatives (with your consent) • Local Archives Office • Elected members and Members of Parliament (as your representatives)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

Operations

15. Business

Council service	Business
The reasons we use your data	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • Licence applications
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • Financial Services and Markets Act 2000 • Supply of Goods and Services Act 1982 • Local Government Act 1972, 2000 • Localism Act 2011 • Contract – garden waste, trade services • Consent – consultation
Who we can share your data with	<ul style="list-style-type: none"> • Government departments • National regulators and agencies • Third party contractors – trade waste
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

16. Leisure and Culture

Council service	Leisure and Culture
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government • Service delivery • Service improvement and planning • Prevention and the detection of crime • Financial transactions • Event applications • Communications and marketing • Surveys
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Local Government Act 2000 • The Localism Act 2011 • Public Libraries and Museums Act 1964 • Contracts – for example, ticket or licence sales • Consent – for example, marketing
Who we can share your data with	<ul style="list-style-type: none"> • Crime prevention agencies • Contractors providing ticketing services • Third parties, with your consent
When computers make any decisions about you	Not applicable

Council service	Leisure and Culture
When your data gets sent to other countries	Not applicable

17. Property Services

Council service	Property Services
The reasons we use your data	<ul style="list-style-type: none"> • Service delivery • Service improvement and planning • Prevention and detection of crime • Financial transactions • Energy and Environment Management • Research including consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • The Localism Act 2011 • Contract – tenants, room or facility hire • Consent – consultations
Who we can share your data with	<ul style="list-style-type: none"> • Judicial agencies – for example, courts • Police • Contractors, suppliers providing energy and environmental organisations
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

18. Waste and Street Scene

Council service	Waste and Street Scene
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government • Waste management • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement • Financial transactions • Research including consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • Local Government Act 2000 • Localism Act 2011 • Refuse Disposal (Amenity Act) 1978
Who we can share your data with	<ul style="list-style-type: none"> • National regulators and agencies • Other local authorities • Third party contractors – for example, waste management companies
When computers make any decisions about you	Not applicable

Council service	Waste and Street Scene
When your data gets sent to other countries	Not applicable

Planning and Regulatory Services

19. Environmental Health

Council service	Environmental Health
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government, public registers • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Research including consultations
Why we are allowed to use your data	<p>Legal obligation or public task under various UK laws, including but not limited to:</p> <ul style="list-style-type: none"> • Consumer Contracts Regulations • The Environmental Protection Act 1990 • The Supply of Goods and Services Act • The Licensing Act 2006 • The Food Safety Act • The Localism Act 2011 • Consent – consultation
Who we can share your data with	<ul style="list-style-type: none"> • Judicial agencies – for example, courts • Police • Government departments • National regulators and agencies • Other local authorities • Elected members and Members of Parliament (as your representatives)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

20. Housing Standards

Council service	Housing Standards
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Resident complaints – for example, noise • Research including consultations

Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> • The Localism Act 2011 • The Protection from Eviction Act 1977 • The Environmental Protection Act 1990 • The Noise and Statutory Nuisance act 1993
Who we can share your data with	<ul style="list-style-type: none"> • Judicial agencies – for example, courts • Police • Government departments • Other local authorities • Elected members • General public (via public registers) • Funding bodies
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

21. Planning Development

Council service	Planning Development
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government, public registers • Service delivery • Service improvement and planning • Regulatory, licensing and enforcement functions • Prevention and detection of crime • Financial transactions • Research including consultations • Communication and marketing
Why we are allowed to use your data	<ul style="list-style-type: none"> • Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> ○ The Town and Country Planning Act 1990 ○ Planning and Compulsory Purchase Act 2004 ○ The Planning Act 2008 ○ The Housing and Planning Act 2016 ○ The Planning (Listed Building and Conservation Areas) Act 1990 ○ The Localism Act 2011 ○ The Environment Act ○ The Environmental Protection Act 1990 • Consent – consultations
Who we can share your data with	<ul style="list-style-type: none"> • Judicial agencies – for example, courts • Police • Government departments • Other local authorities • Elected members and Members of Parliament (as your elected representatives) • General public (via public registers) • Contractors/partners providing services on our behalf • The Environment Agency

Council service	Planning Development
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

Resources and Performance

22. Finance and Performance

Council service	Finance and Performance
The reasons we use your data	<ul style="list-style-type: none"> • Statutory requirements – for example, reporting to Government • Service delivery • Service improvement and planning • Prevention and detection of crime, including fraud • To order of goods and services • Payment for goods and services • Collection of charges made for services provided • Insurance claims • Financial transactions • Collection of debt • Research including consultations • Traded services
Why we are allowed to use your data	<ul style="list-style-type: none"> • Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> ○ The Local Government Finance Act 1988 ○ The Local Government Finance Act 1992 ○ Audit Commission Act 1998 ○ Council tax (Administration and Enforcement) Regulations 2009 ○ Business Rate Supplements Act 2009 ○ The Localism Act 2011 • Contract – traded services • Consent – consultations
Who we can share your data with	<ul style="list-style-type: none"> • Judicial agencies – for example, courts • Other local authorities • Government departments • Insurance providers, contracted third party investigative companies • Elected members and Members of Parliament (as your representatives)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

23. Internal Audit

Council service	Internal Audit
The reasons we use your data	<ul style="list-style-type: none"> To collect data only for the purposes of undertaking audits from the Internal Audit Plan External grant verification work on behalf of others – that is, Local Enterprise Partnership, Suffolk County Council) Prevention and detection of fraud
Why we are allowed to use your data	Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> Local Government Act 1972 Accounts and Audit Regulations 2015 National Fraud Initiative
Who we can share your data with	<ul style="list-style-type: none"> Other local authorities as part of the National Fraud Initiative data matching exercise Judicial agencies – that is, courts Police Government departments Funding bodies Elected members (as your representatives) Service commissioners
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Not applicable

24. Information and Communications Technology (ICT)

Council service	ICT
The reasons we use your data	<ul style="list-style-type: none"> To allocate hardware, software and mobile devices To manage IT staff accounts To manage threat analysis To archive records To undertake web analytics (including cookies)
Why we are allowed to use your data	<ul style="list-style-type: none"> Legal obligation or public task under various UK laws, including but not limited to The Localism Act 2011 Contract – staff data Legitimate interest – web analytics Consent – web analytics or cookies
Who we can share your data with	General public (as a public register)
When computers make any decisions about you	Not applicable
When your data gets sent to other countries	Web analytics may hold data outside of the EU under contract but it will then be anonymized; no tracking occurs

Anglia Revenues Partnership (ARP)

25. Revenues and Benefits

Council service	Revenues and Benefits
The reasons we use your data	<ul style="list-style-type: none"> • Revenue Collections services (Business Rates and Council Tax) • Benefit Services • Front line Customer Contact • Local fraud initiatives, including data matching • Corporate administration and all activities we are required to carry out as a processor owned by and acting on behalf of a data controller (WSC) • Undertaking research • Statutory requirements – for example, reporting to Government
Why we are allowed to use your data	<ul style="list-style-type: none"> • Legal obligation or public task under various UK laws, including but not limited to: <ul style="list-style-type: none"> ○ The Local Government Finance Act 1988 ○ The Local Government Finance Act 1992 ○ Audit Commission Act 1998 ○ Council tax (Administration and Enforcement) Regulations 2009 ○ Business Rate Supplements Act 2009 ○ The Localism Act 2011 • Contract – traded services • Contract – staff data • Legitimate interest – web analytics • Consent – web analytics or cookies
Who we can share your data with	<ul style="list-style-type: none"> • General Public, for example as part of a register • Other local authorities as part of the National Fraud Initiative data matching exercise • Office of National Statistics, for example as part of census returns • Department for Work and Pensions • Her Majesty’s Revenues and Customs • Housing associations and landlords • Debt collection and tracing agencies • Ombudsman and regulatory authorities
When computers make any decisions about you	
When your data gets sent to other countries	Not applicable