



# Network Management Privacy Notice

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## Network Management Privacy Notice

Wigan Council (“a data controller”) is committed to protecting the privacy and security of your personal information.

Network Management are responsible for managing the boroughs adopted roads, footpaths, highway drainage, public rights of way, bridges, street lights, streetworks, traffic signs and bollards. We try to ensure we meet:

- customer needs and desired levels of service;
- current user needs and planning for future transportation demands;
- development of a continuous improvement approach to asset management policies and practices;
- lifecycle planning to inform investment, management and treatment decisions;
- efficient and effective service delivery; and
- network resilience to ensure continuity of service.

To do this Network Management deal with enquiries, complaints and customer feedback. We also deal with the processing of applications and payments for the following services:

- H Bar Application
- Drop Crossing Application
- Disabled Bay Application
- Watercourse Consent Application
- Streetworks Applications
- Highway Searches
- Section 38 and 278 Agreements
- Definitive Map Modification Orders
- Highway Statements and Declarations
- Request for Public Path Order

To enable us to process applications and payments we need to collect, store and process personal information about individuals and businesses.

To enable us to accept and investigate complaints or enquiries in relation to Network Management also collect, store and process personal information about individuals and businesses.

Our core obligations under the general data protection regulations (GDPR) and commitments are set out in the [Council's Primary Privacy Notice](#).

### **This notice provides additional privacy information for:**

- Applicant details
- Members of the Public (Complainants)

### **It describes how we collect, use and share personal information about you:**

- Before, during and after your relationship with us ends and
- The types of personal information we need to process, including information the law describes as 'special' because of its sensitivity.

It is important that you read this notice, together with any other privacy information so that you are aware of how and why we use your personal information.

### **We collect Special Information;**

The law treats some types of personal information as 'special' because the information requires more protection due to its sensitivity. This information consists of:

- Racial or ethnic origin
- Sexuality and sexual life
- Religious or philosophical beliefs
- Trade Union membership
- Political opinions
- Genetic and bio-metric data
- Physical or mental health
- Criminal convictions and offences

### **Purpose(s)**

The main purposes for which we may process your personal information are:

- To investigate and respond to relevant complaints or enquiries
- The processing of applications and invoices
- Setting up forms of agreement and contracts

### **Categories of personal data**

In order to carry out activities and obligations Network Management may also process personal information in relation to:

- Personal contact details, such as names, title, addresses, telephone numbers and personal email addresses.
- Other information (when required) such as V5 Documentation, Blue Badge details, Planning Application details, Liability Insurance etc.

## Special Categories

- None

## The legal bases we rely on for processing your personal information are:

The processing of your information is necessary for us to perform a task in the public interest in guidance to the legal requirements in the following legislation:

- Highway Act 1980
- New Roads and Street Works 1991
- Roads Traffic Regulation Act 1984
- Traffic Management Act 2004
- Land Drainage Act 1991
- Town and Country Planning Act 1990
- Wildlife and Countryside Act 1981
- Countryside and Rights of Way Act 2000

## AUTOMATED DECISION-MAKING

All the decisions we make about you involve human intervention.

## COOKIES

To find out how we use cookies please [see our cookie notice](#).

## DATA SHARING

In addition to the general reasons for information sharing described in the Council's primary privacy notice, we may share your information with:

- Internal Council Departments

We also collect or receive information from external parties such as:

- Members of the Public
- Other Local Authorities
- Greater Manchester Police
- Insurance Companies
- Utility Companies
- Contractors

## DATA RETENTION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our corporate records policy to fulfil legal, statutory and regulatory requirements.

## RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

- You have the right to ask for your information and there will not be a charge for you to do so. This is known as a [subject access request](#) and we act in accordance with this policy.
- To ask for your information to be corrected if it is inaccurate or incomplete.
- To ask for your information to be deleted or removed where there is no need for us to continue processing it (right to be forgotten).
- To ask us to restrict the use of your information.
- To ask us to copy or transfer your information from one IT system to another in a safe and secure way without impacting the quality of the information.
- To object to how your information is used.
- To challenge any decisions made without human intervention (automated decision making).

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

## RIGHT TO WITHDRAW CONSENT AT ANYTIME

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawal of your consent.

If you do not provide consent, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations as detailed above.

If you wish to withdraw consent you should contact the Licensing Team, PO Box 100, Wigan, WN1 3DS in writing who will process your request within 14 days.

## YOUR RIGHTS

In addition to the above you have legal rights in relation to your personal information.

You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the [Council's Primary Privacy Notice](#) and should be read before consenting to this document.

To ask for access to your information you should submit a [subject access request](#).

## DATA PROTECTION OFFICER

If you wish to raise a concern or discuss any aspect of this notice please contact our [Data Protection Officer](#).

If you are unhappy with the way that we handle your concern you may complain to the [Information Commissioners Office \(ICO\)](#) at:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

### **CHANGES TO THIS PRIVACY NOTICE**

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.