



# Highways and Network Management Privacy Notice

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## Highways and Network Management Privacy Notice

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

Wigan Council and organisations who work on our behalf, collect, store and process personal and sensitive information about residents, service users and those who we come into contact with. This information enables us to carry out specific functions that we are responsible for.

We recognise the need to treat personal and sensitive data in a fair and lawful manner. No personal information held by us will be processed unless the requirements for fair and lawful processing can be met.

Our core obligations under the General Data Protection Regulation (GDPR) and commitments are set out in the Council's [Primary Privacy Notice](#).

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

- Applicants
- 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.

### **Purpose(s):**

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

- customer needs and desired levels of service
- meeting 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 Highways and 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.

### **Categories of personal data:**

In order to carry out activities and obligations as providers of services to you we process personal information in relation to the following:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- Personal demographics (including date of birth, gender, marital status, civil partnerships)
- Contact details such as names, addresses, personal e-mail address, telephone numbers
- Bank account details, payroll and tax/national insurance status information
- Other information (when required) such as V5 Documentation, Blue Badge details, Planning Application details, Liability Insurance etc.

### **Special Categories:**

Blue Badge info – we keep a photocopy of the blue badge (photo / name / number / expiry date). This is only in cases where an application has been made for a disabled bay outside your property. This does identify the person who is disabled.

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

Public task in the public interest under 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](#):

In this context partners who we share information with include:

- Greater Manchester Police -where this is necessary to report an accident location or things like theft of drain covers
- Insurance Companies and the Court- where this is necessary in connection with a legal claim and accident location details and personal details about the claimant/defendant are required
- Utility Companies-where this is necessary in order to address flooding at property / issues raised by residents about a utility issue.

We also collect or receive information from external parties for the purposes identified above and to comply with legislation governing our service 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 Management Policy to fulfil legal, statutory and regulatory requirements.

### **Your rights - 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](#). To ask for

access to your information you should visit our website where you can make a subject access request or write to us: Information Governance, Wigan Council, PO Box 100, Wigan WN1 3DS or email us at:

[subjectaccess@wigan.gov.uk](mailto:subjectaccess@wigan.gov.uk)

- To ask for your information to be corrected if it is inaccurate or incomplete. It is important that the personal information we hold about you is accurate and up to date. Please let us know if the information we hold about you should be corrected or updated
- To ask for your information to be deleted or removed but only 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.

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.

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 in conjunction with this document.

### **Data protection officer**

If you wish to raise a concern or exercise any of your rights, 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.