

Your personal Information



Personal data is information about someone who is alive. The Government has made a law, called the Data Protection Act 2018, to protect this personal information (which may include your name, address and contact details). That means that services who have information about you will have to take care of this data and keep it safe.

This document tells you how and why Stockton-on-Tees Borough Council (known as the Data Controller) uses your personal information. It explains what you can expect when you share your personal details with us.

We understand that you may have questions about this, if anything is unclear or you would like to discuss this with someone, please contact our Information Governance Team who will be happy to answer your questions.

Why are we asking for your information and how will we use the information about you?

When you use our services we may need to collect some information about you. We will only ask you for your personal information if the law says we can. We will only ask you for the data we need to be able to help you use our services, and we will explain why we need it.



Who will use your information?

Sometimes we need to share information about you with other people so that we can give you the help you need or because the law says we have to.

For example, we might share your information with another team within the Stockton-on-Tees Borough Council if you're unhappy with the service you've had. We might also share information with other services to help prevent a crime or to stop people from being hurt.

What personal information do we hold about you?

Sometimes other organisations share your personal information with us to help us give you the best service or because the law says they have to.

For example, Doctors may give us patient information so that our social services teams can help people who need health care or support.

The kind of personal data we hold may include:

- Your name, address and contact details;
- Your date of birth;
- Any health or medical problems;
- Your religion or beliefs;
- Details about why you want or need to use our services.

A grey rectangular form with a white background, containing six input fields with labels: Name, Second name, Initials, Address, Tel, and Email.



How long will we keep your personal information?

We will make sure that your personal information is safe and secure and will only keep it for as long as we need to.

How can you look at or make changes to your personal information?

You have the right to know what information we have about you and you can ask to see it. You can ask for data to be changed if you think it is wrong, have your data deleted, stop us using or sharing your data, or ask us to give it to someone else.

If we have asked for your consent to use your personal information, you can withdraw your consent at any time by contacting us.

If you would like to look at or change your personal data you can contact the Information Governance Team. Sometimes we may not be able to make changes to your information but we will always tell you why.



Is your personal information processed overseas?

Your personal information will not be used or shared outside of the European Union.

What happens if I don't provide you with my personal information?

You don't have to give us certain data if you don't want to, but we may not be able to offer you the best service if you do not give us enough information.



How to contact us

A Data Protection Officer makes sure all your personal information is kept safe and secure. The Data Protection Officer for Stockton-on-Tees Borough Council is Ian Coxon.

If you have any questions about any information in this document, or are unhappy about how we have handled your personal information please contact the Information Governance Team at foiandcomplaints@stockton.gov.uk or 01642 527521.



You can also contact the Information Commissioner's Office for more information about data protection or to complain if you are unhappy about the way we have used your personal information.

Website: www.ico.org.uk

Email: casework@ico.org.uk

Telephone: 0303 123 1113 (local rate) or 01625 545 745

