

Privacy Notice for Highways & Engineering Division

**Reviewed Nov 2021
V1.0**



Highways & Engineering Division

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- Members of the public
- Local businesses

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

- In relation to Highways & Engineering Division services
- 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 we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used and will include streetworks enforcement, personal injury claims, correspondence, requests for services and card payments.

Purposes

We collect your personal information for the following purposes:

- Carry out enforcement under the Highways Act 1980 and deal with claims and appeals in respect of personal injury or vehicle damage caused by defects on the public highway
- Process enquiries relating to:
 - Consultation
 - Bridge design and maintenance,
 - Highway Planning, Design and Maintenance,
 - Network Planning,
 - Road Safety and School Crossing Patrol Services,
 - Drainage and Flood Risk Management
 - Streetworks
 - Drainage issues at Bolton@Home Properties
- Process applications and provide:
 - Dropped kerb crossings
 - Signage
 - Highway Searches

Provision of winter maintenance including gritting of highways

- Take payments for:
Dropped Kerb Crossings,
Highway Searches
Skip Licences,
Scaffold Licences,
Gully Cleaning,
Septic Tank Cleaning,
Penalty Charge Notices,
Traffic Regulation Orders.

Categories of personal data

In order to carry out these purposes we collect and obtain:

- Basic details about you such as name, address, telephone number, email address.
- Specific details relating to injury or loss in respect of a public highway related claim
- Contact we have had with you, such as any correspondence or requests for services
- In respect of claims; basic details of your vehicle such as vehicle registration number, vehicle ownership checks (DVLA), vehicle make and model.
- Your credit/debit card details if you have paid for a service by card.

Legal basis for processing

The legal basis for processing your personal information is:

- you have entered into a contract with us (e.g. Skip or Scaffold licences)
- performing or exercising obligations under law Including Highways Act 1980; New Roads and Streetworks Act (NRSWA) 1991; Road Traffic Regulation Act 1984; Town Police Clauses Act 1847; Health And Safety at Work Act 1974 (HASAWA); Equality Act 2010; Town and Country Planning Act 1990
- in the public interest or in the exercise of official authority
- where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent

If you fail to provide certain information when requested, 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.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

- DVLA (Driver and Vehicle Licensing Agency)
In order to identify the registered keeper of a vehicle at the date of an incident, we may contact the DVLA and provide them with the details known to us.
- MID (Motor Insurance Database)
In order to identify the insurance company related to a vehicle at the date of an incident, we may contact MID and provide them with the details known to us.
- National Fraud Initiative
This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for highway related claims for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.
- Greater Manchester Police – or any Police Force as required
Police Officers may be provided with information for the detection and/or prevention of crime.
- Bolton@Home
If your enquiry or request for service is in relation to a property owned by them.

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

As well as information collected directly from you, we also obtain or receive information from:

- DVLA (Driver and Vehicle Licensing Agency)
- MID (The Motor Insurance Database) The central record of all insured vehicles in the UK
- Greater Manchester Police
- Social Media
- NCP Surveillance
- Bolton@Home

Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your Rights](#) or alternatively visit the Information Commissioner's web site at www.ico.org.uk

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk

If you are still unsatisfied you should contact The **Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details