

Privacy Notice

Corporate Resources

Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of it.

This notice tells you what information we collect and process about you when you ask for or get services from our Corporate Resources directorate which is led by Peter Carpenter, our Acting Director. The directorate includes a number of services including:

- Statutory financial services
- Management of the contracts with Serco for the Peterborough-Serco Strategic Partnership and ICT
- Internal Audit
- Corporate Compliance
- Insurance
- The Register Office
- Bereavement Services
- Procurement
- Customer Services
 - Benefits Advice and Support
 - Call Centre
- Payroll
- Housing Benefit and Council Tax Support
- Council Tax
- Business Rates (NNDR)
- Central Complaints
- Car parking appeals
- Debt recovery
- Payments
- Internal Audit

What information do we hold and about who?

We collect and process information about people who have contacted us for specific services or who we have engaged through legal for example. The kind of information

we may process may include:

- Name,
- Address,
- Bank details
- Income details

- Household composition
- Contact details
- IP Address/online identifier such as user name
- Ethnicity
- Gender
- Sexual orientation
- Religious beliefs
- NHS number
- Mental health
- Trade Union membership
- National Insurance Number
- Criminal offences including allegations

The categories of person we may hold information about includes

- Customers
- Service providers such as foster carers
- Vulnerable children and adults
- License holders
- Tenants
- Elected Members
- Local Businesses
- Witnesses
- Victims
- Offenders

The information we collect is recorded in paper files, in databases and in electronic folders on Peterborough City Council's secure network where it is accessible only to staff who need to see it to do their jobs. Staff who visit you might keep paper notes about their conversation with you but these will usually be destroyed once relevant information is transcribed to our electronic systems. Some of the information in our databases can be accessed remotely on mobile devices, by staff who visit you in your home.

Why do we have it and what do we use it for

If you approach these services then we will need to process your information to establish, defend and exercise legal claims, perform our statutory duties and also provide you with information where you consent to receive those.

- Statutory financial services including the S151 Officer function. Finance officers also attend social care panels such as access to support panels to input where required
- Internal Audit are a statutory function which reviews risk management, controls and governance. The service reviews all council services and reports to the Audit Committee on its work.

- The corporate compliance team investigate criminal offences such as fraud and blue badge misuse. Therefore, we will also process information for law enforcement purposes where we investigate and prosecute criminal offences. Where it is a criminal matter, we will have categorised our records of facts and opinions as well as types of individuals such as witness or victims or perpetrators. The team will also investigate complaints against the council as well as disciplinary and grievance matters internally
- The Insurance service manage the council's insurance policies and where necessary support the defence of legal claims against the council which may involve our insurers
- Management of the contracts with Serco for the Peterborough-Serco Strategic Partnership and ICT
- The [Register Office](#) are a statutory service who register births, deaths, stillbirths, marriages, civil partnerships. We provide a Nationality Checking Service, Citizenship ceremonies and copy historical certificates.
- [Bereavement Services](#) are a statutory service who provide cremations, burials, public health funerals, maintenance of grounds and closed churchyards.
- Customer Services are delivered under contract by our strategic partners, Serco Ltd.
 - Benefits Advice and Support provide help and support to customers wishing to appeal against DWP and HMRC decisions. They will need to process the information in order to support the decision which will need to your consent to proceed with the appeal
 - Call Centre which deals with all customer enquiries on Council services and processes payments for council services. They will need to process information dependent on the service requested. We have a customer relationship management system and obtain consent for the entry onto system and use of its data. They also collect statistics on calls, compliments and complaints.
 - [Central Complaints](#) manage the complaints process for corporate and social care complaints. In order to do so then they need to process personal information to enable the complaints process to be delivered on behalf of our customers and in the case of social care, we have a statutory duty to manage and investigate complaints.
- Shared Transactional Services are delivered under contract by our strategic partners, Serco Ltd, at our instructions. It includes:
 - Payroll ensures that we meet our statutory duties in terms of HMRC regulations and also enables the fulfilment of contracts of employment.
 - [Housing Benefit and Council Tax Support](#) delivers the processing of applications for benefits and supports in line with our statutory duties under the Housing Benefit Regulations 2006 and the Social Security Administration Act 1992. Applications are processed online and new claims are risk assessed under contract between Serco and their provider Xantura.
 - [Council Tax](#) and [Business Rates](#) (NNDR) are statutory services under the Local Government Finance Acts 1988 and 1992 along with the

Non-Domestic Rates (Collection and Enforcement) Regulations and The Council Tax (Administration and Enforcement) Regulations.

- Car parking appeals are managed under the Traffic Management Act 2004 and personal data is processed for this statutory purpose. Personal data is collected for penalty charge payment.
- Debt recovery is the recovery of monies owed to the council for a number of debts such council tax, business rates, benefit overpayment and commercial tenants. Where monies are due or outstanding the council reserves the right to use all the available information at its disposal to protect public funds
- Payments and Invoicing (General Ledger, Sales to Cash, Purchase to Pay, General Ledger, Reconciliation) for the council and services such as social care payments and recording financial transactions
- Business Intelligence which supports the council's transformation agenda and uses information where we have consent to use personal data to understand our customers' needs
- [Procurement](#) source services, providers and contract management to ensure that the council receives best value. Information will only be processed to support the

We collect only the information that we need to carry out these functions and we ensure that it is used and stored safely and securely. All staff who have access to information about you will have received training on data protection and information security.

Who we share information with and why

We will need to share information where it is necessary to perform our statutory duties and this will be made clear to you in your particular case..

Some of the agencies we receive and share information with will include:

- Customers
- Health Agencies
- Care providers
- Internal and external audit
- Bailiffs
- Hospitals
- Funeral Directors
- Social Workers
- HM Coroners
- Local Businesses
- External auditors
- Department for Work and Pensions
- Medical referees
- Other Council services where permitted and also through the central finance system

- Police
- other Councils where permitted
- partners such as Skanska, Amey, NPS Property and Serco
- Care providers
- GPs
- Solicitors
- HM Courts
- Education providers
- UKBA
- HMRC
- Central government departments
- Local Businesses
- Law Enforcement agencies
- National Fraud Initiative
- External investigators under contract
- Landlords

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework. We require anyone we share information with, or who uses it on our behalf, to adhere to Data Protection law.

How long do you keep information for?

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice.. More detail can be found in our retention schedule.

Your Rights

You have rights under Data Protection and these are as detailed in the corporate notice and can be accessed on our [Data Protection - Rights Information page](#).