



Fair Processing Statement Freedom of Information

What happens to information held about you? Your rights and our obligations to you.

How We Use Personal Data

This document explains how Bridgend County Borough Council (BCBC) obtains, holds, uses and discloses information about people (their personal data), the steps we take to ensure that it is protected, and also describes the rights individuals have in regard to their personal data handled by BCBC.

The use and disclosure of personal data is governed by Data Protection legislation. As such BCBC is obliged to ensure that it handles all personal data in accordance with the legislation.

BCBC takes that responsibility very seriously and takes great care to ensure that personal data is handled appropriately in order to secure and maintain individuals' trust and confidence in the Council.

The legislation requires BCBC to have a lawful basis for processing personal data depending on the service provided.

1. Why do we handle personal data?

The Freedom of Information Act 2000 (FOI) and the Environmental Information Regulations 2004 (EIR) gives a general right of access to all types of recorded information held by public authorities.

We provide information held by the Council in response to a request made under FOI/EIR.

2. What type/classes of personal data do we handle?

When you contact the Council's Information Team by phone, letter, email or in person, we may need to collect personal information about you so that the appropriate service can be provided. The information we require from you may include personal information such as:

- Name, surname
- Address
- Telephone number
- Email address
- Payment information

3. Where do we obtain personal data from?

The information is provided by you when you submit an FOI/EIR request to the Council. In order for the Council to process your request as a minimum the Information Team will require a name and correspondence address.



4. How do we handle personal data?

Upon receipt of your request the Information Team will send it to the relevant department within the Council in order for them to establish whether they hold any information and prepare a response. Your personal information (name, address) will not be sent to the department only your request for information.

A response will then be collated in accordance with the provisions of the relevant legislation and issued to you by the Information Team thereafter.

5. How do we ensure the security of personal data?

BCBC takes the security of all personal data under our control very seriously. We will ensure that appropriate policy, training, technical and procedural measures are in place, including audit and integrity monitoring, to protect our manual and electronic information systems from data loss and misuse, and only permit access to them when there is a legitimate reason to do so, and then under strict guidelines as to what use may be made of any personal data contained within them. These procedures are continuously managed and enhanced to ensure up-to-date security.

6. What are your rights in relation to your personal data which is handled by BCBC?

Individuals have various rights:

Right of access

You can obtain a copy, subject to exemptions, of your personal data held by the Council. A copy of the application form is available from:

<https://eforms.bridgend.gov.uk/Appforpersonalinformation>

Under the Act you are also entitled to obtain confirmation as to whether or not data concerning you is being processed by the Council. Where that is the case, you are entitled to the following information subject to exemptions:

- The purposes of and legal basis for the processing
- The categories of personal data concerned
- The recipients to whom the personal data has been disclosed
- The period for which it is envisaged that the personal data will be stored
- Communication of the personal data undergoing processing and of any available information as to its origin.

**Please note that 'processing' means an operation or set of operations performed on personal data such as collection, recording, organisation, structuring, storage, adaption, alteration, erasure, restriction, retrieval.*

Proof of ID and any further information needed to locate the information may be required before the Council can comply with your request.



Any request for the above information should be made in writing to the Data Protection Officer and the Council will respond within one month.

Rectification of data

You can request the Council to rectify inaccurate personal data relating to you. If the data is inaccurate because it is incomplete, the Council must complete it if required to do so by you.

A request should be made in writing to the Data Protection Officer and a response will be sent within one month.

Erasure or restriction of personal data

You can request that the Council erase your data or restrict any processing of your data, subject to exemptions.

All requests should be made to the Data Protection Officer. The Council will then inform you of whether the request has been granted and if it has been refused, the reasons for the refusal.

Right not to be subject to automated decision-making

You have the right, subject to exemptions, not to be subject to a decision when it is based on automated processing and it produces a legal effect or a similarly significant effect on you. You have a right to express your point of view and obtain an explanation from the Council of its decision and challenge it. However, it should be noted that this right does not apply to all decisions as there are exemptions for example authorisation by law, performance of a contract to which you are a party.

7. How long does BCBC retain personal data?

BCBC keeps personal data as long as is necessary for the particular purpose or purposes for which it is held in accordance with the [Data Retention Policy](#). After such time it will be securely destroyed.

8. What is the legal basis for the use of your information?

Individuals have a right of access to information under FOI/EIR. The legislation requires any requester to provide a name and correspondence address in order for a response to be sent. There is a legal obligation on the Council to process such requests.

9. Contact Us

Any individual with concerns over the way BCBC handles their personal data may contact the Data Protection Officer at the Council as below:



Bridgend County Borough Council **Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr**

Bridgend County Borough Council, Information Office, Civic Offices, Angel Street, Bridgend, CF31 4WB.

[E-mail foi@bridgend.gov.uk](mailto:foi@bridgend.gov.uk)

Telephone 01656 643565

You can also raise concerns with the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office - Wales

2nd Floor

Churchill House

Churchill Way

Cardiff

CF10 2HH

Telephone 02920 678400 Fax: 02920678399

Email: wales@ico.org.uk

Website: <https://ico.org.uk/>