

**PRIVACY NOTICE - THE PROVISION OF VEHICLE CROSSINGS
(DROPPED KERBS)**

The following information provides details on how we may collect, use and where appropriate share personal information for the administration of the vehicle crossings (dropped kerb) service in accordance with the General Data Protection Regulations (GDPR). It should be read in conjunction with the Council's privacy notice document.

Why we collect your information	We will collect your personal data to administer requests for a vehicle crossing (dropped kerb). Your information is used so that the Council can undertake a site visit to assess and take measurements and provide an estimate of the cost of providing a vehicle crossing (dropped kerb).	
What information do you collect about me?	<p>We will collect, store and use the following categories of personal information about you:</p> <ul style="list-style-type: none"> • Your name • Contact details such as address, telephone numbers and e-mail addresses. • Measurements of the driveway where a vehicle crossing is required 	
Will you collect more sensitive personal information about me?	We do not collect information categorised as sensitive for the purposes of managing the vehicle crossing service.	
How will you collect personal information about me?	We collect personal information by letter, email, telephone, online and through face to face contact with you, or on occasion an agreed representative nominated by you.	
How will the Council use the information it collects about me?	<p>Most commonly, we will use your personal information in the following circumstances:</p> <p>(a) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract</p>	
In what situations will you use my personal data?	Reason for processing	Basis
	<ul style="list-style-type: none"> • Providing quotation for the provision of dropped kerbs • Provision of dropped kerbs at customers request 	Contract
What if I don't want to provide the Council with my personal information?	Unfortunately if you do not provide the information as described above we will be unable to process your request for the vehicle crossing (dropped kerb) service.	
Will you share my personal information with third parties?	<p>It may be necessary to share your information with other third party organisations in order to fully deal with your request for a vehicle crossing (dropped kerb). These may include:</p> <ul style="list-style-type: none"> • Other Council departments • Contractors and partners who undertake works on behalf of 	

	the Council.
Which third parties process my personal information?	<p>The following third party organisations may process information about you:</p> <ul style="list-style-type: none"> • Contractors and partners who undertake works on behalf of the Council.
How long will you keep my data	<p>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 legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy which is available from www.hartlepool.gov.uk/retention-schedules.</p>
Your rights in connection with personal information	<p>Under certain circumstances, by law you have the right to:</p> <ul style="list-style-type: none"> • have inaccurate or incomplete data we hold on you corrected • request the erasure of personal data we hold • object to processing • request the restriction of processing of your personal data • request the transfer of your personal data • Request access to your personal information <p>If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.</p> <p>For further information on your rights please visit: www.hartlepool.gov.uk/GDPR</p>