



HARTLEPOOL BOROUGH COUNCIL

PRIVACY NOTICE FOR ANTI-SOCIAL BEHAVIOUR UNIT

The following information provides details on how we may collect, use and where appropriate share personal information in relation to planning 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	Hartlepool Borough Council will collect your personal information to assist in the investigation and consideration of anti-social behaviour and hate complaints and breaches of the Council's Tenancy Agreement.
2.1 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• Date of Birth• Details of your family and household members• Contact details such as address, telephone numbers and e-mail addresses• Details of your complaint• Details of your behaviour• Details of your property ownership• Details of your involvement with any statutory services• Personal and professional opinions
2.1 Will you collect more sensitive personal information about me?	<p>We will collect information categorised as sensitive in order to carry out our legal obligations and in line with our data protection policy.</p> <p>This may include information such as:</p> <ul style="list-style-type: none">• language• race, ethnicity, nationality• religion, faith or belief• transgender identity• sexual orientation• disability• alternative subculture• health• criminal behaviour

2.2 How will you collect personal information about me?	We collect personal information by letter, email, telephone, online and through face to face contact with yourself, or on occasion an agreed representative of you, appointed by yourself.	
2.3 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> <ul style="list-style-type: none"> • processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.(5) • processing is necessary in order to protect the vital interests of the data subject or of another natural person.(4) • processing is necessary for compliance with a legal obligation to which the controller is subject.(3) • the data subject has given consent to the processing of his or her personal data for one or more specific purposes.(1) 	
2.4 In what situations will you use my personal data?	Reason for processing	Basis
	<p>We will use your personal data in:</p> <ul style="list-style-type: none"> • Assessing issues raised as part of a complaint. • Investigating the issues you and other persons may raise. • Providing a response to complaints. • Providing responses to Statutory Partners and Ombudsman who may undertake independent investigations. • Making referrals to diversion, mediation, restorative justice, support, and treatment services. 	<p style="text-align: center;">Consent Public Interest Public Task Legitimate interest Vital interest</p> <p style="text-align: center;"><u>Legal:</u> Crime and Disorder Act 1998 Children's Act 1989 and 2004 Domestic Violence and Victims Act 2004</p>
2.5 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 may be unable to investigate your complaint.	

<p>3.1 Will you share my personal information with third parties?</p>	<p>It may be necessary to share your information with other third party organisations in order to undertake investigations into anti-social behaviour and hate complaints and breaches of the Council's Tenancy Agreement. These may include:</p> <ul style="list-style-type: none"> • Other Council Departments • Statutory Agencies • Voluntary and Third Sector Organisations • Contractors and partners who undertake works on behalf of the Council • The Local Government and Social Care Ombudsman • The Housing Ombudsman
<p>3.2 Which third parties process my personal information?</p>	<p>The following third party organisations may process information about you:</p> <ul style="list-style-type: none"> • Statutory Agencies • Voluntary and Third Sector Organisations • Contractors and partners who undertake works on behalf of the Council • The Local Government and Social Care Ombudsman • The Housing Ombudsman