

PRIVACY NOTICE - COMMUNITY RESOLUTION SERVICE

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 carry out Mediation and Restorative Justice conferencing and interventions.	
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 problems you have experienced • Details of your property ownership • Details of your involvement with any statutory services • Personal and professional opinions 	
Will you collect more sensitive personal information about me?	We do not collect information categorised as sensitive.	
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.	
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. • processing is necessary for compliance with a legal obligation to which the controller is subject. • the data subject has given consent to the processing of his or her personal data for one or more specific purposes. 	
In what situations will you use my personal data?	<p>Reason for processing</p>	<p>Basis</p>
	<p>We will use your personal data in:</p> <ul style="list-style-type: none"> • Conducting mediation and restorative justice work and conferences. 	<p>Consent</p> <p>Public Interest</p> <p>Legal:</p>

		<p>Crime and Disorder Act 1998</p> <p>Children's Act 1989 and 2004</p> <p>Domestic Violence and Victims Act 2004</p>
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 carry out mediation or restorative justice work.	
Will you share my personal information with third parties?	<p>It may be necessary to share your information with other third parties 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 • The Local Government and Social Care Ombudsman • The Housing Ombudsman 	
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"> • Statutory Agencies • The Local Government and Social Care Ombudsman • The Housing Ombudsman 	
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>	