



DATA PROTECTION PRIVACY NOTICE FOR TRAFFIC, TRANSPORTATION, ROAD SAFETY AND SCHOOL TRAVEL

Why are we providing this Notice to you:

The Council, in its capacity of Data Controller, holds certain information about you ["personal data"] which it needs to process for the purpose of providing the following service:

Transport & Projects Services.

The Transport & Projects Service covers a range of functions including:

- the development of new parking schemes and associated measures;
- the preparation and publication of Traffic Regulation Orders (the legal documents which underpin all the Council's enforceable loading and waiting restrictions);
- the development of road safety engineering schemes;
- the management of the Council's Road Safety Education Training & Publicity services (including School Crossing Patrols, on-site and on-street pedestrian and cycle training);
- the development of Town Centre Improvement schemes (which includes the operation of a dedicated shop front grant improvement programme);
- operation of the Council's Chrysalis Programme (aimed at improvements to Councilowned community assets);
- an alley-gating scheme;
- providing transport strategy advice on subjects as diverse as HS2 and Heathrow;
- Active travel promotion including guided cycle rides and the 'Dr. Bike' bicycle maintenance support initiatives;
- management of the Council's TfL-supported 'Local Implementation Plan' programme;
 - the management of the highways aspects of applications.
- The delivery of certain highways and transport related projects funded by third-party developer contributions
- Administering the Council's 'Ward Budget' scheme
- Overseeing the Council's 'Street Champions' programme

This Notice is designed to give you information about the personal data we hold about you, how we will use it, your rights in relation to it and the safeguards that are in place to protect it.

Further information is contained in the Council's Generic Data Protection Privacy Notice which can be found on its website at the following link: www.hillingdon.gov.uk/privacy

What personal data do we hold:

When you contact the Transport and Projects Section we may collect certain personal information from you, for example: your name, your phone numbers, your email address and your postal address.

The types of data we hold and process (For services covered by this privacy notice) will typically include:

- Information connected to residential amenity (e.g Traffic flow/ air quality/ on-street parking data);
- Comments on highways aspects of development plans under preparation;
- Information to help us facilitate requests for services such as providing adult cycle training or Dr. Bike services;
- Information concerning working with neighbouring authorities on strategic policies;
- Monitoring transport development and strategy;
- Grant applications, such as specific grants for shop front grants where applicable to a scheme that is underway at the time;
- Collecting highway and transport comments, where relevant, regarding planning applications;
- Where you provide us with sensitive data such as your health details e.g. Blue Badge parking bay application information, we process your information with your explicit consent or due to substantial public interest.

What is our purpose for processing your personal data

- To process your enquiry, for example, to investigate requests for new or alteration to existing waiting restrictions (e.g. double yellow lines or a parking management scheme) or to consider your suggestions for improvements to road safety, or a request for an alley-gating scheme, a request for school-related cycle or pedestrian training, for consideration of a shop front grant and other similar aspects of the Transport & Projects services;
- To confirm your identity (name and address) when you make a planning enquiry or comment on any planning application or appeal, or make comments or representations on a development plan document, so we know where the comment or information came from and can weigh the relevance of any comments made;
- If you have responded to a public consultation, for example regarding an advertised proposed traffic regulation order, your information is required to fully consider the proposal;
- To help us investigate any concerns or complaints that you may have about enquiries that you have made with us;
- To build a picture of transport-related issues in your area: for example by logging your enquiries against your address or details we can see whether traffic management improvements are needed;
- To maintain a database of registered 'Street Champions';
- To help us plan services for your future;
- To make sure that the service you receive is efficient and effective

If we intend to process your personal data for a purpose other than that for which the personal data was collected, we shall provide you details of that other purpose before we start processing your data.

What is the legal basis for our use of your personal data:

One or more of the following can apply:

- We need it to comply with a legal obligation
- We need it to perform a task in the public interest

What we do if your personal data is sensitive

We will only process your sensitive personal data with your consent, unless we may process it for another reason permitted by law. We will notify you if it is sensitive and as with non-sensitive personal data, you have the right to withdraw your consent to processing at any time by letting us know. Sensitive data is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, genetic and biometric data, data concerning health or data concerning a person's sex life or sexual orientation.

For how long will we hold your personal data

We will only keep your personal data for as long as we need to fulfil the purpose[s] for which it is collected and for so long afterwards as we consider it may be required to deal with any questions or complaints about the service which we provide to you, unless we elect to retain your data for a longer period in order to comply with our legal and regulatory obligations.

Organisations that we may share your personal data with

- Planning Inspectorate
- Statutory Planning consultees (as defined under Planning Legislation)
- London Development database
- Greater London Authority
- Transport for London
- London Councils
- Only with your permission will Street Champions' personal data be shared as and when reasonably appropriate with the Council's trusted partners, such as the Metropolitan Police;
- There are other parts of the Council (and also national government) that may be interested in the information that we gather, but we will not share this information with other third party organisations without your consent.

Redaction ('blanking things out')

We operate a policy where we routinely redact the following details before making forms and documents available online:

- Personal contact details for the applicant - e.g. Telephone numbers, email addresses
 - Signatures

- Special Category Data - e.g. supporting statements that include information about health conditions or ethnic origin
- Information agreed to be confidential

Sometimes we might decide it is necessary, justified and lawful to disclose data that appears in the list above. In these circumstances we will let you know of our intention before we publish anything.

If you are submitting supporting information which you would like to be treated confidentially or wish to be specifically withheld from the public register, please let us know as soon as you can - ideally in advance of submitting the application.

Your rights

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct your personal data if there are any errors or it is out of date. In some circumstances, you may also have a right to ask us to restrict processing of your data until any errors are corrected, to object to processing or to transfer or [in very limited circumstances] erase your personal data. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline [0303 123 1113].

If you wish to exercise any of these rights, please contact David Knowles. You also have the right to lodge a complaint in relation to this Privacy Notice or our processing activities with the Information Commissioner's Office, which you can do through the website above or their telephone helpline.

We may from time to time ask for further information from you. If you do not provide such information, or ask that the personal data we already hold is deleted or restricted, this may affect the service that we provide to you.

Updates

We may update this notice periodically. Where we do this, we will inform you of the changes and the date on which the changes take effect.

Contacting us

Please contact David Knowles, Head of Transport and Town Centre Projects, for further information

E-Mail: Transportstrategy@hillingdon.gov.uk Telephone: 01895 277598

Statutory Data Protection Officer

You may also contact our Data Protection Officer for further information:

Data Protection Officer
Legal Services

Civic Centre
High Street
Uxbridge
UB8 1UW

Email: DPO@hillingdon.gov.uk

Right to Lodge a Complaint

If an individual remains unhappy about the way in which their personal data has been processed or it believes that the Council has not complied with any of their rights, they have the right to lodge a complaint directly with the relevant supervisory body which is the Information Commissioner's Office. The contact details are:

<https://ico.org.uk/global/contact-us/> [includes list of e-mail addresses]

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303
123 1113 [local rate] or 01625 545 745 [national rate].