

What can you do with your information?

The law gives you a number of rights to control what personal information is used by us and how it is used by us.

1. You can ask for access to the information we hold on you

You have the right to ask for all the information we have about you and the services you receive from us. When we receive a request from you in writing, we must give you access to everything we've recorded about you.

However, we can't let you see any parts of your record which contain:

- Information about other people
- Data that could cause serious harm to your or someone else's physical or mental wellbeing
- Information that may stop us from preventing or detecting a crime if given to you

This applies to all personal information that is in both paper and electronic records.

With permission from you we can also let others see your records (except if one of the points above applies).

If you can't ask for your records in writing, we'll make sure there are other ways that you can. If you have any queries about access to your information please email data.protection@hart.gov.uk or call **01252 622122** and ask to speak to the Data Protection Officer.

2. You can ask to change information you think is inaccurate

You should let us know if you think any of the information held about you isn't accurate and needs to be changed.

We may not always be able to change or remove the information but we'll correct factual inaccuracies and may include your comments in the record to show that you disagree with it.

3. You can ask to delete information (right to be forgotten)

In some circumstances you can ask for your personal information to be deleted, for example:

- Where your personal information is no longer needed for the reason it was collected in the first place
- Where you have removed your consent for us to use your information (where there is no other legal reason for the council to use it)
- Where there is no legal reason for the use of your information
- Where deleting the information is a legal requirement

Where your personal information has been shared with others, we'll do what we can to make sure those using your personal information comply with your request for erasure.

Although you have the right to request data to be deleted, please note that we can't delete your information where:

- we're required to have it by law
- we need to continue to process the data to perform our statutory duties or to exercise our 'official authority'
- it is for public health purposes
- it is for scientific or historical research, or statistical purposes, where it would make information unusable
- it is necessary for legal claims

4. You can ask to limit what we use your personal data for

You have the right to ask us to restrict what we use your personal information for where:

- you have identified inaccurate information, and have told us about it
- where we have no legal reason to use that information but you want us to restrict what we use it for rather than erase the information altogether

When information is restricted it can't be used other than to securely store the data and with your consent to handle legal claims and protect others, or where it's for important public interest.

Where restriction of use has been granted, we'll inform you before we carry on using your personal information.

While you have the right to ask us to stop using your personal information for any council service it should be understood that, if this request is approved, this may cause delays or prevent us delivering that service.

Where possible we'll seek to comply with your request, but we may need to hold or use information because:

- we're required to have it by law
- we need to continue to process the data to perform our statutory duties or to exercise our 'official authority'
- it is necessary for legal claims

5. You can ask to have your information moved to another provider (data portability)

You have the right to ask for your personal information to be given back to you or another service provider of your choice in a commonly used format. This is called data portability.

However, this only applies if we're using your personal information with consent (not if we're required to by law) and if decisions were made by a computer and not a human being.

It's likely that data portability won't apply to most of the services you receive from the council.

You can also ask to have any computer-made decisions explained to you, and details of how we may have 'risk profiled' you, although this is unlikely to apply to services you receive from the council.

You have the right to question decisions made about you by a computer, unless it's required for any contract you have entered into, required by law, or you have consented to it.

You also have the right to object if you are being 'profiled'. Profiling is where decisions are made about you based on certain things in your personal information, such as your health conditions.

If you have concerns regarding automated decision making or profiling, please contact the Data Protection Officer who will be able to advise you about how we're using your information.