

Privacy Notice

Information Governance Unit

Conwy County Borough Council Information Governance Unit collects, processes and stores information, including some personal information, in order to deliver services to you.

We are responsible for managing the information we hold and recognise that this information is important to you. We take our responsibilities seriously and will use personal information fairly, correctly and safely in line with the legal requirements set out by current Data Protection legislation.

This notice provides privacy information for people accessing the Information Governance Unit. It describes how we collect, use and share personal information about you and the types of personal information we need to process, including information the law described as 'special category data' because of its sensitivity.

Conwy County Borough Council Privacy Notice/s are available via the following link.
[Conwy County Borough Council Full Privacy Notice - Conwy County Borough Council](#)

Purposes and lawful basis for processing

We collect your personal information for the following purposes:

- The processing of Freedom of Information/Environmental Information requests.
- Responding to UK GDPR Subject Access Requests (SAR's) and other Data Subject Rights Requests.
- Dealing with all Data Protection matters including any alleged data breaches.

The lawful basis for this is UK GDPR article 6(1)

- (a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes; or
- (c) the processing is necessary to comply with a legal obligation to which we are subject.
- (e) 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;

If any of the information you provide in relation to information request contains special category data, such as health information, the legal basis we rely on to process it is article 9(2)

- (a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.
- (g) the processing carried as part of our public task.

Information sharing/recipients

We may share and receive personal information about you with the following types of organisations:

- The Information Commissioners Office
- Other internal council departments
- Other Local Authorities

We will not normally share your information with other organisations, however there may be certain circumstances where we would share information such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

Your information rights

Under Data Protection legislation you, as the “Data Subject”, have the following rights. You have the right to:

- Access the information we hold about you.
- Request that we rectify any information about you that is incorrect. Simple inaccuracies, such as address changes will be made, however, depending on the purpose for use.
- Request that records we hold about you are erased.
- Restrict the use of the information we hold about you if you have raised an objection, whilst your objection is investigated.
- Request that any information that you have provided to us is given back to you in a format that you can give to another service provider if required.
- Object to the use of your personal information, including automated decision making and profiling.
- Make a complaint to the Information Commissioners Office if you are not satisfied with how the information held about you has been handled.

How to contact us

To exercise any of your rights under the Data Protection legislation please contact us:

- by email - info-gov.unit@conwy.gov.uk
- by telephone - 01492 574016
- by post:

Conwy County Borough Council
PO Box 1
Conwy
LL30 9GN

If you are not happy with the response you receive from us you have the right to make a complaint to the Information Commissioner’s Office at:

ICO Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Website: [Wales office | ICO](#)