

Perth and Kinross Council Privacy Notice

Roads and street lighting faults reports

2018-05

The information provided by you will be used by Perth & Kinross Council to record details of the road or street lighting fault which you have reported and to keep you updated about the status of the fault. The Council is unable to keep you updated without your name and contact details.

The personal information you've provided will be processed by Perth and Kinross Council, 2 High Street, Perth, PH1 5PH, enquiries@pkc.gov.uk , 01738 475000.

The Council is permitted to process your personal data in this way because it is in the public interest for us to provide a way for members of the public to notify us about roads or street lighting faults and for us to update them about the progress of repairs.

Formally, the processing of personal data provided to us for this purpose satisfies Article 6(1)(e) of the *General Data Protection Regulation - Processing shall be lawful...to the extent that: - 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.*

Your personal information will not be disclosed to third parties unless it's necessary for us to do so in order to verify its accuracy, prevent or detect crime, protect public funds or where required by law. The Council may check information provided by you, or information about you provided by a third party, with other information held by us.

Personal information held on Perth and Kinross Council systems in relation to reports of street lighting and roads faults is kept for the remainder of the financial year the report was made in and for two further years. After this it will be deleted.

You should be aware that this does not apply to personal information you may have provided to set up a MyPKC account. More information about myaccount services is available [on our website](#) or from the Council's Customer Service Centre on 01738 475000 or at enquiries@pkc.gov.uk .

If you reported this issue through the Council's Customer Service Centre you should be aware that personal information provided by you may be held in our Customer Relationship Management system.

Individuals have rights in relation to the information the Council holds about them, including the right to request a copy of their information. You can find out more about your [Personal Information Rights](#) on our website or by contacting the Council's Information Governance team at the address below.

The Council has a Data Protection Officer who you can contact in the first instance if you have any questions or complaints about how we are processing your personal information.

Please contact Donald Henderson, Data Protection Officer, 2 High Street, Perth, PH1 5PH, DataProtection@pkc.gov.uk, 01738 [475444](tel:01738475444).

If you want to complain about how the Council has processed your information you have the right to contact the Information Commissioner's Office (<https://ico.org.uk/> 0303 123 1113).

If you have any questions about how the Council processes your information, or if you would like a copy of this notice in another language or format, please contact the Information Governance team;

Information Governance

Legal and Governance Services

2 High Street

Perth

PH1 5PH

Email: DataProtection@pkc.gov.uk

Telephone:01738 477933