

How we use your information

What you need to know

- why information is collected about you
- ways in which this information may be used
 - what other agencies may have access to your information



www.thanet.gov.uk

Introduction

Thanet District Council asks for personal information so that we can ensure that customers receive the information, advice and services that are right for you. Information about you and the services you receive may be recorded, either on paper or computer files as part of providing you with council services.

At the time of collecting your information, the council will inform you for what purpose you provided it. It will also only collect the minimum information necessary to fulfill that purpose. When it no longer has a need to keep information about you, it will be disposed of in a secure manner.

How we protect your information

Sharing of information is strictly governed by information protocols and our codes of practice for confidentiality. These are produced in accordance with legislation and good practice and are designed to protect your rights. All our staff are required to work within these guidelines.

Sharing information with others

Please note that the council is required to share your information on occasion with third parties, such as agencies that help reduce crime or investigate fraud. Anyone who receives service user identifiable information from us is also under a legal duty to keep it confidential.

In particular, it will use information about you on the following basis:

- For all law enforcement, regulation and licensing, criminal prosecutions and court proceedings, the council will use all the information it holds to undertake those functions efficiently and effectively. The council may also need to share your personal and sensitive information with other councils and partner agencies.
- For all uses of information relating to situations where money is owed to the council or the council is making a payment in response to a claim for grants, housing or council tax benefits, your personal information (other than just your name, address, dates of occupancy etc) will be kept secure and used only for that range of purposes (and for the reasons stated above).

Service Delivery

By processing your personal data in this way, the council can ensure that it is able to:

- Provide you with a better level of service, ensuring that its information about you is accurate and up to date;
- Ensure that public money is spent wisely and efficiently;
- Avoid people being paid money to which they are not entitled;
- Avoid having to ask people to pay money back when it has been paid to them incorrectly;
- Reduce fraud and crime generally.

Your Rights

Under the Data Protection Act 1998, you have right of access to information we hold about you. A £10 fee is charged for this service. To apply for access to your information you should contact the Data Protection Officer at Thanet District Council.

If you think that any information that we hold about you is inaccurate, you can ask for the changes to be made.

Further information

To find out more on how we use your information, or if you would like a copy of this leaflet in large print, Braille, audio format or other languages, please contact:

The Data Protection Officer
Thanet District Council
PO Box 9
Cecil Street
Margate
CT9 1XZ

More information about Data Protection can be found at : www.thanet.gov.uk