

Using your information to improve local services

The purpose of this fair processing notice is to explain how your personal information may be used by your local councils, who are members of the Warwickshire Direct Partnership.

The partnership provides many different services to many people and we need to hold information about you because:

- It gives us contact information that saves you having to repeat the same information to different sections within the council and to different councils, agencies and contractors who work on our behalf
- It allows us to provide a better service and co-ordinate what we can do for you
- It allows us to undertake statutory functions efficiently and effectively and helps prevent and detect fraud and corruption
- It helps us to build up a picture of how we are performing at delivering services to you and what services the people of Warwickshire need.

Warwickshire Direct Partnership

The members of the Partnership are;

North Warwickshire Borough Council
Nuneaton and Bedworth Borough Council
Rugby Borough Council
Stratford District Council
Warwick District Council
Warwickshire County Council

The Partnership is working to develop a centralised approach to service delivery and this involves the use of a shared customer management database in order to improve service delivery to you.

From time to time you may be contacted to take part in postal or telephone surveys to enable the Partnership to offer further services, monitor performance, improve the quality of service, and plan for future services. You can decline to participate in these surveys by contacting any member of the Partnership.

Sharing Information

To deliver services to you more efficiently, the Partnership may share your information with organisations including; councils in the Partnership, relevant public bodies, voluntary organisations, utility companies (e.g. gas, water, electricity) and external private companies providing services on behalf of members of the Partnership. This information may include your name, address, contact details and in some circumstances, other personal information. It will only be passed on to the organisation if we feel that it is it is:-

- directly relevant to your needs, and
- the other organisation needs to know in order to help you.

At no time will your information be passed to organisations external to the Warwickshire Direct Partnership for marketing or sales purposes or for any commercial use.

Before we share your information with our partner organisations we will make sure they agree to use all information about you responsibly, hold it safely and only use it in connection with the services that we are trying to provide to you. If they want to use it for any other purpose they will usually need to ask your permission unless the law requires otherwise.

You are perfectly within your rights to say that you do not want us to pass your personal information onto another organisation at any time or do not want to be contacted in future. However you should be aware that in some limited circumstances the law will require us to share personal information about you with other organisations. Also, if we are unable to provide other organisations with the information they require, this may delay or prevent you getting the help or service that you need.

Personal Data and Data Protection

All the members of the Partnership comply with the Data Protection Act 1998 for holding personal data about you, and each are registered as 'Data Controllers' under the Act.

More information?

If you would like to know more or have any concerns about how your information is being processed please contact us.

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