

# Thurrock Council – Service-level privacy notices

## About these notices

Service-level notices cover:

- adult social care
- children's services – education
- children's services – social care
- environment, transportation and highways
- finance services
- housing services
- place services

Within these notices we cover subjects such as:

- why we collect personal information
- the information we collect
- purpose of processing your information
- other ways we use your information
- who we share your information with
- how long we keep your information

Service-level notices should be read together with our main privacy notice, [thurrock.gov.uk/privacy](https://thurrock.gov.uk/privacy).

# Adult social care

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## Why we collect personal information

The Care Act 2014 and the Chronically Sick and Disabled Persons Act 1970 place a duty on Thurrock Council to work closely with Health colleagues to ensure the best level of care is delivered to our residents and service users.

## The information we collect

To enable us to provide the above service and other services related to Adults Social Care we collect the following information from you directly or from internal council departments and external agencies:

- name
- address
- date of birth
- relationships information
- health information
- referral / assessment information
- relevant case information
- mental capacity information
- contact details
- other agencies involved
- financial information
- next of kin
- ethnicity
- gender
- National Insurance number / child registration number
- driving license number
- vehicle details
- National Health Service (NHS) number
- details of care received – care package line items
- blue badge details
- universal property reference number photographs
- place of birth
- proof of identity – passport, birth certificate, marriage or divorce certificate, civil partnership or dissolution certificate

## Purpose of processing your information

We process your information to:

- deliver adult social care services to our service users
- detect and prevent crime including fraud
- ensure the safety and protection of a vulnerable adult
- process and issue blue badges

## Other ways we use your information

**Data profiling** – this is when your information is summarised and examined to enable us to tailor the services we provide to meet your specific needs.

**Research and planning** – the information collected about you when you use our services can sometimes be used for purposes beyond your individual care. These can include:

- to help improve the quality and standards of care provided
- planning
- research
- other secondary uses

Information may sometimes be provided to other organisations to help with these purposes. Most of the time anonymised data is used. Confidential information about your health and care is only used where allowed by law.

The [national data opt-out](#) is a system covering health and social care that allows members of the public the opportunity to make an informed choice about whether they wish their confidential information to be used just for their individual care and treatment or also for other purposes.

Where required, we will always seek your consent to use your confidential information for these purposes.

## Who we share your information with

We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, required by law, or to prevent and detect fraud. Partner organisations we share your information with include:

- health agencies
- Department of Welfare and Pensions
- police
- education providers
- other councils
- NHS Digital
- care agencies and all other partners providing care and support to the service user
- Skills for Care auditors

## How long we keep your information

Information will be kept as follows:

- joint reablement services will be kept for the length of the service provided and 25 years after closure of the service
- adult services will be kept for 7 years after death or after contact is ceased and deleted
- children will be kept from between 25 years to 75 years after contact has ceased and deleted
- customer finances will be kept for 6 years after service is stopped and deleted

## **Use of your NHS number in Adult Social Care**

If you are receiving support from Thurrock Council's Adult Social Care service then the NHS may share your NHS number with Adult Social Care. This is so that the NHS and Adult Social Care are using the same number to identify you whilst providing your care.

By using the same number, the NHS and Adult Social Care can work together more closely to improve your care and support. We will use this number in an integrated care record system across a number of support services, including:

- GPs
- hospitals
- community matrons
- district nurses
- social care practitioners

If you wish to opt-out from the use of your NHS Number for social care purposes, speak to your social worker or email [information.matters@thurrock.gov.uk](mailto:information.matters@thurrock.gov.uk).

# Children's services – education

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## Why we collect personal information

Thurrock Council is required under the following legislation to provide education services:

- Children and Families Act 2014
- Children's Act 1989
- Children's Act 2004
- Education Act 1996
- Education Act 1998
- School Admissions Code

## The information we collect

To enable us to provide education services we collect the following information from you directly or from internal council departments and external agencies.

Children's information:

- name
- address
- date of birth
- health information
- contact details
- education information
- foster carers address
- contact details of heads of schools and designated teacher
- family information
- religious information
- police involvement
- safeguarding information
- child-minders names, addresses and contact details
- parent's marital status
- National Insurance number for parents
- National Health Service (NHS) number
- unique pupil number
- school year
- gender
- free school meal eligibility
- first language
- special educational needs information

Newly Qualified Teachers' information:

- name
- address
- pension details
- email addresses
- phone numbers
- teacher reference numbers
- qualifications

School governors' information:

- name
- address
- contact details

## **Who we share your information with**

We may share your personal data between our services and with partner organisations, when it will be of benefit to you, required by law, or to prevent and detect fraud. The partner organisations we may share your information with include:

- police
- education providers
- government bodies, including the Department of Education
- other council services
- fostering and care agencies
- NHS where applicable including midwives and health visitors
- child-minders
- transport department
- youth offending teams
- National College for Teaching and Learning
- appointed appropriate body if a newly qualified teacher moves schools within induction period

## **Purpose for processing your information**

Children's information is processed to:

- create a personal educational plan for looked after children from ages 3 to 18
- process and provide home to school transport services
- advertise child-minder services online
- provide children activity group information
- process school applications and place children into schools
- enable payments for early years free education and to check eligibility
- conduct early years census
- inform childcare sufficiency assessments
- monitor truancy and identify children who are not registered in any school
- help schools monitor the progress of their pupils and to set future targets for them
- produce attainment reports for pupils

Newly Qualified Teachers' information is processed to:

- oversee induction period
- make the final decision of the outcome of induction
- report the decision on the outcome of induction

School governors' information is processed to:

- provide school governors with information and guidance as well as to signpost to continuing professional development
- hold contact information of the school governor

## **How long we keep your information**

Information will be kept as follows:

- children's information will be kept for 75 years after last contact
- catering services staff information will be kept for 12 months after they cease to be employed
- newly qualified teachers' information will be kept for 6 years after successful induction
- school governors' information will be kept 5 years after their term of appointment ceases

# Children's services – social care

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## Why we collect personal information

Children Act 2014 places a duty on us to work closely with other agencies to ensure that children are safeguarded and protected from harm and abuse.

## The information we collect

To enable us to provide services related to Children's Social Care we collect:

- name
- address
- date of birth
- relationships information
- health information
- referral / assessment information
- relevant case information
- contact details
- other agencies involved
- financial information
- risks
- next of kin
- ethnicity

## Who we share your information with

We may share your personal data between our services and with partner organisations, when it will be of benefit to you, required by law, or to prevent and detect fraud. The partner organisations we may share your information with include:

- health agencies
- Department for Work and Pensions
- police
- children's social care
- adult social care
- education providers
- other councils
- care agencies and providers
- adoption agencies and providers
- fostering agencies and providers
- courts

## Purpose for processing your information

Information is processed to:

- deliver children's social care services
- safeguard and protect children
- prevent and detect crime and fraud

## How long we keep your information

We keep information for 75 years from last contact with the young person. If you require further Information, contact a member of staff from our Short Break or Outreach Service or email [information.matters@thurrock.gov.uk](mailto:information.matters@thurrock.gov.uk).

# Environment, transportation and highways

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## Why we collect personal information

We are required under the following legislation to provide services in relation to Environment, Transport and Highways:

- Education Act 1996
- English National Concessionary Travel Scheme 2010
- Environmental Protection Act 1990
- Highways Act 1980
- Local Authorities Cemeteries Order 1977
- Local Government Act 1972
- Registration of Burials Act 1864
- The Prevention of Damage by Pests Act 1949
- Traffic Management Act 2004
- Transport Act 1985
- Vehicle Excise and Registration Act 1994

## The information we collect

To enable us to provide these services we collect the following information from you directly or from internal council departments and external agencies:

- name
- next of kin details
- address
- health and medical information
- contact details
- date of birth
- driving license number
- licence restrictions
- driver's licence endorsements
- electronic and photocopy of driving licence
- National Insurance number
- car registration number, make and model
- family information
- religious information
- police records
- safeguarding information
- details of any accidents
- insurance records and claims
- transport operators information, including financial data where they are sole traders
- CCTV recording – video and audio
- aerial video and photographic images captured by an unmanned aerial system (UAS)

## **Purpose for processing your information**

Information is processed to:

- keep records of burial plot ownership
- process National Concessionary Bus Pass applications and manage the service
- process Penalty Charge Notices
- process education home to school transport and manage the service
- process DBS clearance checks for drivers and escorts who work in our school transport services
- maintain records of drivers who drive council vehicles
- fulfil the conditions of the council's Transport Operators' Licence
- keep records of evidence for insurance and legal claims
- enable us keep individuals updated on matters reported
- enable us respond to service requests and complaints
- confirm that residents are eligible for assisted collections and ensure the service is provided
- prove that we are carrying out driving licence checks as recommended by the DVSA and required by the Traffic Commissioner
- enable us assist the police and our insurance company with investigations in the event of an accident or incident
- manage the database of schedules for work packs relating to environment operational duties – street cleansing, grounds maintenance and waste collection
- enable us to process permits for van-like vehicles to access the Household Waste and Recycling Centre
- enable us to monitor the level of usage of the Household Waste and Recycling Centre
- enable us to investigate environmental crimes and enforce planning, transportation and public protection intervention areas

## **Who we share your information with**

We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, required by law, or to prevent and detect fraud. Partner agencies we will share your information with include:

- government bodies – for example, the DVLA
- police
- undertakers
- stone masons
- transport operators
- insurance companies
- debt collection agencies
- Disclosure and Barring Service (DBS)
- schools and colleges

## How long we keep your information

Information will be kept as follows:

- burial plot ownership information will be kept throughout the period of plot ownership
- drivers of Thurrock Council's fleet of vehicles will be kept for 3 to 7 years after a driver has left Thurrock and vehicle is disposed
- highways information will be kept for a period of between 3 and 20 years
- school transport services information will be kept until a child reaches the age of 21 years
- penalty charge notices will be kept for 7 years after first issued
- National Concessionary Bus Pass information will be kept for a period of 7 years
- vehicle registration number information from the Automatic Number Plate recognition System will be kept for no longer than 2 years after the date of capture
- data captured to investigate environmental crimes and enforce planning, transportation and public protection intervention areas will be kept for 6 years following the conclusion of the prosecution

# Finance services

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## Why we collect personal information

We are required under the following legislation to provide services in relation to counter fraud and investigation, insurance, creditors, debtors and revenue and benefits:

- Crime and Disorder Act 1998
- Local Government Finance Act 1992
- Ministry of Justice reforms and Lord Justice Woolf reforms
- The Council Tax (Administration and Enforcement) (Amendment) Regulations 1997
- The Council Tax (Administration and Enforcement) Regulations 1992
- The Housing Benefit Regulations 2006
- The Income Support (General) Regulations 1987
- relevant provisions in the LED (TBC)

## The information we collect

To enable us provide these services we collect the following information from you directly or from internal council departments and external agencies:

- name
- address
- date of birth
- any known aliases
- Police National Computer record checks
- contact details
- National Insurance number
- where applicable benefit reference numbers
- bank details
- passport numbers
- driving licence number
- next of kin's details
- National Health Service (NHS) number
- place of birth
- deed poll papers if name changed
- birth certificates
- marriage certificates
- health and medical information
- photographs
- employment details
- financial information
- household composition
- self-employment registration
- inland revenue registration in order to make payment

## **Purpose for processing your information**

Information is processed to:

- prevent and detect crime and fraud
- comply with legal obligations
- process housing benefit applications
- bill residents of Thurrock for council tax
- establish, exercise or defend an insurance claim
- process all financial transactions, including payments, grants and benefits

## **Other ways in which we use your information**

**Data profiling** – this is when your information is summarised and examined to enable us make informed decisions about the services we provide to you.

## **Who we share your information with**

We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, required by law, or to prevent and detect fraud. Partner organisations we share information with include:

- government departments – for example, Her Majesty's Revenue and Customs (HMRC), Department of Work and Pensions
- debt collection agencies
- other council internal departments
- courts
- other councils
- insurance companies
- loss adjusters
- legal representatives
- contractors

## **How long we keep your information**

Information will be kept as follows:

- counter fraud and investigation information will be kept for 6 years
- insurance information will be kept for 7 years
- revenue and benefits, including processing of all financial transactions, council tax and national non domestic rates – the retention period for this information is currently under review

# Housing services

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## Why we collect personal information

The Housing Act 1988 as amended by the Housing Acts 1996 and 2004 places a duty on Thurrock Council to work closely with our stakeholders and colleagues to ensure the best level of service is delivered to our service users.

## The information we collect

To enable us provide housing services, we will collect the following information:

- name
- address
- date of birth
- National Insurance number
- relationships information
- health information
- referral / assessment information
- relevant case information
- mental capacity information
- contact details
- other agencies involved
- financial information
- next of kin
- rent account details
- equality and diversity information
- CCTV recording – video and audio

## Purpose for processing your information

Information is processed to:

- deliver and improve housing services
- collate anonymous statistical data
- prevent and detect crime, including fraud
- target enforcement activities
- maintain accounts of our service users
- keep service users informed and updated

## **Who we share your information with**

We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, required by law and to prevent or detect fraud. Partner organisations we share your information with include:

- health agencies
- other government departments – for example, the Department for Works and Pensions, and the Ministry of Housing, Communities and Local Government
- police
- registered housing providers and landlords
- other councils
- research companies

## **How long we keep your information**

We will only hold your records during the period of our relationship with you and for a set period afterwards to allow us to meet our legal obligations including resolving any follow up issues between us – for example, if you live in one of our properties we will hold information about you for the duration of your tenancy. If you move, and are no longer a resident we will usually keep records about you for up to 12 years.

Information will be kept as follows:

- private housing records for loans against a property are kept indefinitely
- private housing records for disabled facility grants are retained for 10 years from issue of the grant
- private housing records for adaptation grants are retained for 7 years after the adaptation is completed
- private landlord records are retained for 5 years from when the engagement is completed

# Place services

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## Why we collect personal information

We are required by legislation to:

- establish and maintain a record of the authority's physical assets – for example, buildings and lands
- establish and maintain museum records
- provide tenancy management services
- provide services in relation to marriage, civil partnerships, birth and death registrations
- meet regulatory, licensing and enforcement requirements
- provide theatre services
- provide planning and building control services

The legislation includes:

- Births and Deaths Registration Act 1953
- Landlords and Tenant Act 1954
- Registration of Births, Deaths and Marriages Regulations 2009
- legislation covering planning and public protection services

## The information we collect

To enable us provide these services we collect the following information from you directly or from internal council departments and external agencies:

- name
- financial information
- address
- contact details
- photographs
- special educational needs information of pupils who visit the museum
- contact details and medical records of museum volunteers
- birth, death, marriage registrations including archived records
- registration appointments and ceremonies
- nature of complaint, enquiry or application
- payment methods and refunds
- any stated preferences or customer service related factors in relation to theatre services

## **Purpose for processing your information**

Information is processed to:

- manage the council's physical assets
- manage the collections at Thurrock Museum
- manage and provide services suitable for the needs of children who visit Thurrock Museum
- manage the council's relationship with volunteers who work at Thurrock Museum
- maintain the health and safety of volunteers whilst working for Thurrock Museum
- manage tenancies
- register statutory services – births, deaths, marriages and civil partnerships
- provide non statutory services – Nationality Checking Service and citizenship ceremonies
- process complaints, enquiries and applications
- ensure customers are kept informed of theatre events, including new shows, ticket purchases, cancellations, refunds
- analyse the effectiveness of marketing campaigns
- conduct market research to refine the products we have available
- deliver services more efficiently by speeding up the purchasing process at the theatre

## **Who we share your information with**

We may share your personal data between our services and with partner organisations, such as government bodies and the police. We will do so when it is of benefit to you, required by law, or to prevent and detect fraud. Partner organisations we may share your data with include:

- suppliers of the databases and systems we use for providing the above services
- consultees
- event producers of shows at the theatre

## **How long we keep your information**

Information will be kept as follows:

- physical asset management – there is a requirement to keep information related to leases indefinitely, however, the information is reviewed on a regular basis to update ownership
- accession records are kept indefinitely to enable us fulfil our legal obligations
- tenancy management services information will be kept indefinitely to enable us fulfil our legal obligations
- births, deaths and marriage registrations certificates are archived and kept indefinitely due to legal reasons
- archived birth, death and marriage records are archived and indefinitely
- information related to the appointment system and ceremony bookings will be kept for 2 years
- regulatory, licensing and enforcement services information is kept indefinitely to enable us fulfil our legal obligations
- theatre services information will be kept for 6 years