ICT / Digital Services Privacy Notice

This privacy notice explains how ICT / Digital Services at Causeway Coast and Glens Borough Council processes and stores personal information when people use applications such as GAPP White Label and GLPI.

Data controller contact details

Data Controller: Causeway Coast and Glens Borough Council

Address: Cloonavin, 66 Portstewart Road, Coleraine, BT52 1EY

Telephone: 028 7034 7034

Email: info@causewaycoastandglens.gov.uk

Website: Visit the Causeway Coast and Glens Borough Council website

Our standards

The processing of personal data is governed by the Data Protection Act and other relevant legislation. When we ask you for personal information, we will ensure that:

- you know why we need it
- we only ask for what we need and do not collect too much or irrelevant information
- we protect your information and make sure nobody has access to it who should not have access
- we only share it with other organisations when it is lawful to do so
- we do not keep it any longer than is necessary
- it is not made available for commercial use without your permission

Why are you processing my personal information?

Causeway Coast and Glens Borough Council collects and processes your personal information, subject to applicable law, to provide the functionality of GLPI through a mobile application.

IT account provisioning and security: We process your name, contact details and employment identifiers to create your organisation domain user account, internal email and system profiles.

The lawful basis for ICT processing this information is Article 6(1)(e) of the UK GDPR. Processing is necessary for the Council to exercise its official authority and carry out public tasks, including the provision, management, security and support of ICT systems and services.

We use your personal information to log, manage, investigate and resolve ICT incidents and service requests; provide technical support; maintain service quality; comply with legal and security obligations; and maintain audit records.

We do not use personal information processed through GLPI to make solely automated decisions about individuals or to carry out profiling.

The Council will only use your personal information for another purpose where it is lawful to do so in accordance with data protection legislation. The Council is the data controller and determines the purpose and means of processing personal data. The Council does not use third-party processors to process your personal data for this purpose.

What type of personal information are you processing?

We collect and process the following personal information:

- employee name
- corporate phone number
- corporate email address
- corporate username
- location information IP address

Where do you get my personal information from?

A user's name is collected when they start with Causeway Coast and Glens Borough Council. The username, corporate phone number and email address are then generated. This information is stored in Active Directory to allow secure access to Council ICT systems. Single sign-on for GLPI allows this information to be retrieved directly from Active Directory.

Do you share my personal information with anyone else?

Your information is held by Causeway Coast and Glens Borough Council and is not shared with other bodies unless required by law.

Information collected by ICT / Digital Services may be shared with another Council department where that department is needed to complete a ticket or for audit purposes.

Do you transfer my personal information to other countries?

Personal information processed within the Council's GLPI service is not routinely transferred outside the United Kingdom. All information is stored on the Council's local servers.

The Council will not disclose your personal information to other organisations unless there is a lawful basis to do so and the disclosure complies with data protection legislation.

How long do you keep my personal information?

ICT service desk records are retained in accordance with the Council's Retention and Disposal Schedule. The applicable retention period is determined by the nature of the request, operational requirements, audit requirements and associated legal obligations. Records are securely deleted or anonymised when no longer required.

- ICT incidents and service requests: 1 year after the last action Audit and activity logs: 3 years
- Attachments: 2 years after the ticket is closed

- Deleted or closed tickets: 2 years after the ticket is closed

All stored information is subject to the Council's Retention and Disposal Schedule. Read the Council access to information guidance

We may keep information for longer to meet other legislative requirements or to answer requests for information from ongoing or impending statutory inquiries.

What rights do I have?

- The right to be informed that your information is being processed
- The right to erasure when your personal data is no longer necessary for the purpose for which it was originally collected or processed
- The right to obtain access to your personal information
- The right to have inaccurate or incomplete personal information rectified
- The right to restrict processing in certain circumstances
- The right to object to the processing of personal information
- The right to challenge automated decision-making and profiling

For more information about your rights, contact the Council's Data Protection Officer at dpo@causewaycoastandglens.gov.uk

What we ask of you

- **Make sure that any information you give us is as accurate and complete as possible.**
- **Do not include personal information about another person, including a family member, unless you have told the person concerned and they agree to it being supplied to us.**
- **Tell us as soon as possible if any personal information you have provided changes.**

How do I complain if I'm not happy?

If you wish to complain about how we have processed your personal information, contact the Data Protection Officer using one of the following methods:

- Email: dpo@causewaycoastandglens.gov.uk
- Write to: Data Protection Officer, Cloonavin, 66 Portstewart Road, Coleraine, BT52 1EY
- Deliver your complaint in person to Cloonavin for the attention of the Data Protection Officer

Complaints will be acknowledged without undue delay and within 30 days of receipt. An investigation will then be undertaken into the matters raised, and further information may be requested where necessary.

A response will be provided within one month where possible, and no later than three months from receipt of the complaint. If a complaint is particularly complex, or the investigation is expected to take longer than three months for another reason, the complainant will be updated in writing.

On completion, a written response will be issued setting out the investigation undertaken and the outcome reached.

Right to external review

If you remain dissatisfied after receiving the response to your complaint, you have the right to refer the matter to the Information Commissioner’s Office (ICO).

Website: Make a complaint to the Information Commissioner's Office

Telephone: 0303 123 1113

Postal address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Information security

Information sent over the internet is not secure. It can be intercepted, lost, redirected, changed or read by other people. Any transmission is at your own risk.

Once we have received your information, we use strict procedures and security features to mitigate unauthorised access and protect personal data against unlawful processing, accidental loss, destruction and damage. We retain information in accordance with our Retention and Disposal Schedule.

We have implemented security policies, controls and technical measures to protect personal data under our control from:

- **unauthorised access**
- **improper use or disclosure**
- **unauthorised modification**
- **unlawful destruction or accidental loss**

All employees, processors and sub-processors who have access to and are associated with the processing of personal information are obliged to ensure compliance with the Data Protection Act.

Further information

For more information about how your personal information is used, how we maintain its security, and your rights to access information held about you, use the Council's secure online contact form You can also call 028 7034 7034 or email info@causewaycoastandglens.gov.uk.

All policies above are also applied to the mobile application CCG Service Desk, developed by TICGAL.