

Three Rivers District Council

Privacy Policy

2025 - 2028

1. Introduction

Welcome to the Three Rivers District. This privacy policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website or interact with our services. We are committed to protecting your privacy and ensuring that your personal data is handled in a safe and responsible manner.

2. Data Controller

Three Rivers District Council ("we", "our", "us") is the data controller responsible for your personal data. Our contact details are:

Email	enquiries@threerivers.gov.uk
Phone	01923 776611
Address	Three Rivers House, Northway, Rickmansworth WD3 1RL

3. Personal Data We Collect

We may collect and process the following categories of personal data about you: Personal, Demographic, and Family Information: Name, address, email address, phone number, date of birth, gender, age, family structure, and social circumstances.

Financial and Transactional Data: Bank details, payment information, financial records, and information about purchased or subscribed goods and services.

Service and Interaction Data: Records of your interactions with our services, including complaints, enquiries, service preferences, and data collected via cookies or tracking technologies.

Technical and Device Information: IP address, browser type, operating system, and other device-related technical data.

Employment, Education, and Licenses: Employment history, professional qualifications, education details, student or pupil records, and licenses, permits, or certifications held.

Lifestyle, Housing, Criminal History and Visual Data: Living conditions, housing needs, lifestyle habits, photographs, videos, personal appearance, and behavioural characteristics.

Business and Case Records: Information about business activities, case files, correspondence, and outcomes of interactions or disputes with us.

4. Special Category Personal Data We Collect

We may collect and process the following special categories of personal data about you:

Race and Ethnic Origin: Information about your racial or ethnic background.

Political and Religious Beliefs: Details of your political opinions, religious beliefs, or affiliations.

Trade Union Membership: Information about your membership in any trade union.

Genetic and Biometric Data: Genetic information and biometric data, such as fingerprints or facial recognition, where used for identification purposes.

Health Information: Data related to your physical or mental health, including medical history or conditions.

Sexual Life and Orientation: Information about your sex life or sexual orientation.

5. Privacy Notices

To ensure transparency and compliance with data protection laws, we provide privacy notices that detail how your personal data is collected, used, and shared.

Privacy notices are documents that inform individuals about how their personal data will be processed by us. They include information such as:

- The types of personal data we collect.
- The purposes for which we use the personal data.
- The legal basis for processing the personal data.
- Who we share your personal data with.
- How long we retain your personal data.
- Your rights concerning your personal data, including access, rectification, and erasure.

Our privacy notices are available on our website and/or provided directly to individuals when we collect their personal data. It is important that individuals review these notices to understand their rights and how their personal data will be used.

6. How We Use Your Personal Data

We use the personal data we collect in the following ways:

Service Delivery: To provide, manage, and improve our services.

Customer Support: To respond to your enquiries and provide support.

Legal Obligations: To comply with legal obligations and regulations.

Communications: To send you information about our services, updates, and changes.

Consultations and Surveys: To gather your opinions and feedback to improve our services.

Security and Fraud Prevention: To protect our systems and data from unauthorised access or abuse.

7. Legal Basis for Processing Your Personal Data

We process your personal data based on the following legal grounds:

Consent: When you have given us explicit consent to process your personal data for specific purposes.

Contractual Necessity: When the processing is necessary to perform a contract with you or take steps at your request before entering into a contract.

Legal Obligation: When we need to comply with a legal obligation.

Public Task: When the processing is necessary for us to perform a task in the public interest or in the exercise of official authority.

Legitimate Interests: When the processing is necessary for our legitimate interests or those of a third party, provided your interests and fundamental rights do not override those interests.

8. Legal Basis for Processing Your Special Category Personal Data or Criminal Conviction Data

When we process your special category personal data or criminal conviction, we must

satisfy further conditions of the UK GDPR and the Data Protection Act 2018. Our privacy notices set out the specific conditions we use.

9. Data Sharing

We may share your personal data with:

Service Providers: Third-party companies that provide services on our behalf.

Government Agencies: When required by law or to protect our legal interests.

Emergency Services: To protect vital interests in emergency situations.

Partners: Organisations we collaborate with to deliver services.

10. Data Security

We take reasonable steps to protect your personal data from loss, misuse, unauthorised access, disclosure, alteration, and destruction. These measures include:

Technical Protections: Encryption, firewalls, and secure servers.

Organisational Protections: Access controls, staff training, and data protection policies.

11. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Further details are published in our Data Retention Policy.

12. Your Rights

You have the following rights regarding your personal data:

Access: To request a copy of the personal data we hold about you.

Rectification: To request correction of inaccurate or incomplete data.

Erasure: To request deletion of your personal data in certain circumstances.

Restriction: To request restriction of processing your personal data.

Objection: To object to the processing of your personal data where we are relying on legitimate interests.

Portability: To request the transfer of your personal data to another party.

Automation: To not be subject to a decision based solely on automated processing.

You have the right to complain to us if you think we have not complied with our obligation for handling your personal data. Any complaint must be made in writing to our data controller.

If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

13. Details for International Transfers

It may sometimes be necessary to transfer personal data overseas. When this is needed, personal data may be transferred to countries or territories around the world. Any transfers made will be in full compliance with all aspects of the data protection laws.

14. Changes to This Policy

We may update this privacy policy from time to time. We will notify you of any significant changes by posting the new policy on our website.
This privacy policy will be formally reviewed every three years.

