

Privacy notice – antisocial behaviour investigations

Complaints of antisocial behaviour and requests for the community warden service are handled by Inverclyde Council's Social Protection team.

How to contact the Council

Inverclyde Council will act as the 'Data Controller' in regard to your personal information that we collect and process. The 'Data Controller' is based at Inverclyde Council, Information Governance, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Andrew Greer who can be contacted at dataprotection@inverclyde.gov.uk and by telephone on 01475 712498.

We collect and process the following information:

- name
- address
- contact details e.g. phone or email
- visual images;
- video or audio recordings

We may also collect and process sensitive information that may include:

- offences (including alleged offences);
- criminal proceedings, outcomes and sentences

Why we need this information?

Your information is being collected for the following purposes:

- providing council services and responding to enquiries;
- processing and determination of any complaints;
- crime prevention and prosecution of offenders, including the use of CCTV;
- prevention and detection of antisocial behaviour, including the use of CCTV;
- increasing public safety and public reassurance;
- service improvement and planning;
- contacting you by post, email, or telephone;
- maintaining our records

The legal basis for using your information

Inverclyde Council collect and process information about you so that the Council can carry out its functions as a Local Authority. Processing is necessary for the performance of a task carried out in the public interest by the Council.

The law gives certain types of information special significance because of its sensitivity e.g. criminal offences (including alleged offences). If the Council process this type of information about you we do so for reasons of substantial public interest as set out in the Data Protection Act 2018. It is necessary for Inverclyde Council to process it to carry out key functions as set out in law.

What we will do with your information?

All of the information Inverclyde Council collect from you will be processed by staff in the United Kingdom.

Inverclyde Council will sometimes need to share information with other Council Services as well as other organisations, such as the recipients or categories of recipients listed below:-

- Public bodies such as HMRC or other Local Authorities;

- Judicial agencies e.g. courts for prosecution of offenders or civil action;
- Police Scotland and other criminal investigation agencies;
- Health and social care organisations such as the NHS;
- Registered Social Landlords

Inverclyde Council will only share information with these organisations where it is appropriate and legal to do so.

This council is required by law to participate in National Fraud Initiative (NFI) data matching exercises and information may be provided to the Cabinet Office for NFI purposes and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud.

In general the Council does not transfer personal data outside either the UK or the European Union and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

The Council will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. The Council analyse your information internally to help us improve Council services. This data sharing is in our full [privacy notice](#) on the Council website. It also forms part of the Council requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

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How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website at <https://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information> or you can request a hard copy from the contact address previously stated above. [Your Rights](#)

When the Council process your personal information, you will have the following rights:

- To withdraw consent at any time, where the legal basis specified above is consent
- To request access to your personal data
- To object, where the Legal Basis specified above is: i) public task or ii) legitimate interests
- To data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- To request rectification or erasure of your personal data, as so far as the legislation permits
- To restrict processing in certain circumstances, for example if the information is not accurate.

In addition, if you are unhappy with the way the Council has processed your personal data you have the right to complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at <https://ico.org.uk/concerns> but you should raise the issue with the Council's Data Protection Officer in the first instance.

Automated Decision Making

Not applicable.

More information:

For more details on how the Council processes your personal information visit
www.inverclyde.gov.uk/privacy

If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.