

READING BOROUGH COUNCIL

<p>The identity and contact details of the company Reading Borough Council - Neighbourhood Services, RAYS Reading Adopt Your Street Volunteer Programme</p>
<p>Contact details of the Data Protection Officer Nayana George IGteam@reading.gov.uk</p>
<p>What Personal Data is held?</p> <ul style="list-style-type: none">• Address• Name• Email address <p>Information is collected on the telephone, by face-to-face contact and using electronic forms via website or by telephone.</p>
<p>How will the data be stored? Our computer systems are accessed via secure connections and hosted on secure servers, in a remote data centre in the UK.</p> <p>Where we have data held on paper, this will be minimal, stored in a locked area, scanned where possible and kept for no longer than necessary to deal with the transaction.</p>
<p>What is the legal basis for the collection, use and storage of the data? The information we collect is used to contact you in relation to RAYS and is an essential part of offering the service.</p>
<p>Give details of how long the data will be stored and criteria used to determine this? Information is held for up to 6 years.</p>
<p>Who will it be shared with and for what purpose? Data will not be shared with any external individuals or organisations without consent from the data subject. Where consent is given, contact details may be shared with other volunteers operating in the same local area.</p> <p>Information will be shared internally for the better performance and efficiency of Council services.</p>
<p>How can the service user get access to it? Subject Access Request can be made by following the link: www.reading.gov.uk/dataprotection</p>
<p>State whether any data is to be transferred outside the EU? No data is transferred outside the EU.</p>
<p>Is processing based on consent? Yes, data will only be processed upon receiving a request to join the RAYS scheme.</p>

You have a 'right to be forgotten' so you can ask for your personal information to be deleted where:

- It is no longer needed for the reason why it was collected in the first place
- You have removed your consent for us to use your information and we do not have to keep your information for legal reasons

If we have shared your personal information with others, we will do what we can to make sure those using your personal information comply with your request for erasure.

We may not be able to delete your personal data if it is needed for legal reasons, for reasons of public health, public interest or for medical purposes.

What other rights does the service user have that we have to make known to them?

You have

- The right to have data corrected
- The right to have data deleted
- The right to put a complaint to the Information Commissioner's Office (ICO)

The ICO can be contacted at:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

State if there will be any automated decision making

We do not use automated decision making.