

Privacy Notice

Highways



This Privacy Notice is designed to help you understand how and why North Yorkshire County Council Highways processes your personal data. This notice should be read in conjunction with the Council's [Corporate Privacy Notice](#).

Who are we?

North Yorkshire County Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR).

This general privacy notice is to help residents and service users in and around North Yorkshire become more aware of what information is collected and processed about them to assist our Highways Service. In addition to this privacy notice there are service specific notices that focus on the details in other areas. They can be viewed here: [Privacy Notices](#).

The Council has appointed **Veritau Ltd** to be its Data Protection Officer. Their contact details are:

Information Governance Office
Veritau Ltd
County Hall
Racecourse Lane
Northallerton
DL7 8AL
infogov@northyorks.gov.uk or 01609 53 2526

What personal information do we collect?

When contacting North Yorkshire County Council Highways you will be asked to provide all or some of the following that will be collected, stored and processed:

- Names and title
- Address
- Telephone and/or mobile numbers
- Email address

Where we get your information from?

In most cases any information we hold on you will have been provided directly by yourself. This is usually via an enquiry that you have logged with us or from you in a survey or similar. We may also receive your personal data from third parties, for example in letters from MPs, Councillors or Town/Parish Councils where you have asked an official person or organisations to act on your behalf.

What will your information be used for?

Your Information will be used for some or all of the following purposes:

- To enable us to meet all legal and statutory functions, primarily under the Highways Act 1980 or any other relevant legislation.
- To understand your needs in order to provide the services offered and available to you from within Highways and Transportation.
- To inform you of any updates / outcomes to your enquiry via telephone, email, letter or via our 'Do It Online' service if you logged your enquiry via this channel

Why do we collect your personal information?

The County Council collects your information for the application for the following purposes:

- Investigate and rectify any highway defects.
- Deliver services and support to you.
- Carry out emergency works.
- Carry out programmed maintenance and improvement works.
- Recover costs due to damage to the highway asset or enforcement duties.
- Understand how you interact with the highways online fault reporting website.
- Train and manage the employment of our workers who deliver those services.
- Keep track of spending on services.
- Check the quality of services.
- Carry out research and statistical analysis.

If you do not provide your personal information we may be unable to:

- Clarify with you the exact location or nature of your fault or enquiry, should we have a query regarding this or if there is insufficient information to resolve a fault or enquiry.
- Recoup the costs and carry out repairs to the highway assets due to damage to the highway or undertake enforcement action.
- Improve our services and levels of customer service.
- Provide feedback or responses to specific enquiries.
- Process claims.

Who do we share this information with?

Your data will be held within North Yorkshire County Council's secure network. Access to your information will be restricted to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

In order to deliver services to you it may be necessary for us to share elements of your personal data with the following organisations/partners:

- Elected Council members (Councillors)
- MPs

- Internally with colleagues from other North Yorkshire County Council departments
- Appointed consultants and contractors for the delivery of the Highways service.
- North Yorkshire Police or North Yorkshire Fire and Rescue Service

How long do we keep your information for?

Data held	Retention period
Customer details and records relating to enquiries and complaints primarily in relation to Major Projects, Commercial Services, Highway Operations (Area Offices and Electrical Engineering), Network Strategy (Traffic engineering, Transport Planning, Transport & Development, Flood Risk Management and Highway Asset Management), Bridges and Design Services, Development and Outreach.	One year from satisfactory conclusion of your query or resolution of your complaint.
Customer details and records relating to other Highways service and related enquiries (more detailed information is available on the service specific privacy notices)	The data we hold about you is only kept for as long as is necessary for us to carry out our obligations with regard to the Highways Service. All data is retained in line with the County Council's Record Retention and Destruction Schedule (RRDS)

What is our lawful basis for processing your information?

Where you have supplied us with and we have recorded personal details as part of Highways service or an enquiry the processing will be based upon the Public Task and Legal Obligation lawful bases.

We also rely upon the following laws to process your personal data:

- Flood and Water Management Act 2010
- Highways Act 1980

- New Roads and Street Works Act 1991
- Road Traffic Regulations Act 1981
- Town and Country Planning Act 1990
- Traffic Management Act 2004
- Wildlife and Countryside Act 1981
- Civil Contingencies Act 2004

For more information about how the County Council uses your data, including your privacy rights and the complaints process, please see our [Corporate Privacy Notice](#).