

Business Improvement Risk and Insurance Privacy Notice

This privacy notice is published in accordance with the EU General Data Protection Regulations (GDPR) which formally came in to effect on the 25th May 2018. This notice is in addition to Newcastle Borough Council's substantive Privacy Notice and provides general information on the way in which the personal information you provide is managed and processed by Business Improvement (Risk and Insurance).

Information we collect about you

We may collect and process the following data about you:

- Information provided voluntarily by you. For example, if you make a claim against the council; provide insurance information in relation to remaining on or becoming a contractor, supplier or service supplier; make general insurance enquiries; or make a comment, compliment or complaint.
- Information that you provide when you communicate with us by any means such as email, letter or telephone call.

Use of Your Personal Data

The information you have provided to Business Improvement (Risk and Insurance) will be used to administer any claim and service requested.

As a customer we would like to keep in touch with you when required. We will treat your data with respect and confidentiality at all times.

Sharing of Personal Data

The information you have provided may also be shared with any of the Council's insurers or other organisations for the purpose of managing your claim or information.

Depending on the time frame of an insurance claim, the insurers we will pass this information to various external companies and could include Zurich Municipal; Travelers; Gallagher Bassett. This may also include third party organisations such as solicitors dealing with a claim.

Retention of Your Personal Data

Your personal data is retained in line with Newcastle-under-Lyme Borough Council's Records Retention Schedule, which is based on legal requirements and national codes of practice. A copy of this document is available online at https://www.newcastle-staffs.gov.uk/sites/default/files/IMCE/YourCouncil/GDPR/RD_Schedule_-_FINAL.pdf

Newcastle-under-Lyme Borough Council's Privacy Notice

For a full explanation of how Newcastle-under-Lyme Borough Council uses your data, and what your rights are, please read our privacy notice at <https://www.newcastle-staffs.gov.uk/all-services/advice/privacy-notice>