

# Privacy Notice – Taxi Licensing



## Who we are

We are Spelthorne Borough Council's Licensing Department. Your privacy is important to us. We aim for full transparency on how we gather, use, and share your personal information in accordance with the General Data Protection Regulation.

## What we need

We will only collect basic personal data about you (which includes your name, address, telephone number, email etc.) together with information you have given us and information that we receive from third parties eg your GP.

## Why we need it

We need to use your personal data so we can get in touch, or carry out checks to ensure you are fit and proper to hold a licence - in the interests of ensuring the public with whom you may work are safe. We can also use your personal data under many different laws. The two pieces of legislation we work in accordance with are the Local Government (Miscellaneous Provisions) Act 1976 and the Town Police Clauses Act 1847. In many cases there is a law that says we must or we can process your data and we can do so without your consent or permission.

In some instances (for example, when checking medical fitness reports or requesting details on criminal records), we will need to refer your data to a third party organisation. These third party organisations who provide their services are under contract and have to keep your details safe and secure, and use them only for this purpose.

## What we do with it

Your personal information will be treated as confidential but it may be shared with other Council services in order to ensure our records are accurate and up-to-date, and to improve the standard of the services we deliver. [In the event that you are refused a licence or subject to revocation, we will share your data with the LGA and it will be uploaded onto the NR3 database, which is a central register of refusal and revocations accessible by all Local Authorities in the UK.](#) We will only use your information in ways which are permitted by the General Data Protection Regulation and the current UK Data Protection law.

This authority has a duty to protect the public funds it administers, and may use information held about you for all lawful purposes, including but not limited to the prevention and detection of crime including fraud and money laundering.

The Council may also use your information for the purpose of performing any of its statutory enforcement duties. It will make any disclosures required by law and may also share your information with other bodies responsible for detecting/preventing crime including fraud or auditing/administering public funds.

We will not disclose your personal information to third parties for marketing purposes.

## **How long we keep your information**

We will keep your information for as long as it is required by us or other regulatory bodies in order to comply with legal and regulatory requirements or for other operational reasons. In most cases this will be a minimum of six years. More information on our retention schedule can be found online.

## **You have the following rights:**

- you have the right to be informed via Privacy Notices such as this
- you have the right to request access to and to receive a copy of any information we hold about you (including in an electronic format) - to request a copy of this information you must make a subject access request in writing
- if you find that the information Spelthorne Borough Council holds about you is no longer accurate, you have the right to ask to have this corrected
- you have the right - under certain conditions - to ask us to erase your personal data
- you may request that Spelthorne Borough Council stops processing your personal data in relation to any council service (this may delay or prevent us delivering a service to you, we will seek to comply with your request but may be required to hold or process information to comply with our legal duties)

If you require further information about the use of your data or would like to exercise any of the above rights, please contact the data protection officer, please see contact details below.

## **Use of cookies**

The Spelthorne Borough Council Web site use "cookies" to help you personalise your online experience, for more information on this please see our cookie policy <https://www.spelthorne.gov.uk/article/2322/Cookies-policy>

## **Contacts**

If you have any concerns about how this Department or the Council is handling your personal data, these can be raised with the Council's Data Protection Officer:

Spelthorne Borough Council, Council Offices, Knowle Green, Staines upon Thames, TW18 1XB Email: [Data.Protection@spelthorne.gov.uk](mailto:Data.Protection@spelthorne.gov.uk)

You also have the right to make a complaint to the Information Commissioner's Office (ICO). This is an independent body responsible for making sure that organisations comply with Data Protection legislation.

The ICO will always expect you to have raised your concerns with us before submitting a complaint.