

**Service Area: Internal Audit and Risk**  
**Directorate: Finance and Resources**  
**PN-358**

**February 2024**

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The **Insurance and Risk Team** are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so. We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- **The processing of your claim**

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

### **What personal information will the Council process?**

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your: (this may include all, or some of the following, depending on the service).

- **Your contact details– name, address, phone number**
- **Your gender, DOB, NI number (if you are making a PI claim)**
- **Any details you provide about any incident and any details we need to use – location, what happened, cause, damage, CCTV clips, incident report forms**
- **Any third party contractor details**
- **Any relevant financial information you provide, photographs, CCTV, video clips from mobile phone**
- **All related correspondence – from claimant or their legal representative internal, insurers, other third party**

- **All witness statements and legal advice**
- **Professionals statements**

The information we process about you may include the following 'special categories of personal data':

- Race or Ethnic origin **(that you provide as relevant to your claim)**
- Physical or mental health **(that you provide as relevant to your claim)**
- Sex life or sexual orientation **(that you provide as relevant to your claim)**
- Genetic and biometric data **(that you provide as relevant to your claim)**

### **Lawful basis for processing**

The basis under which we use your personal information for these purposes is that this is necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council. This is a result of the powers or duties contained in the Limitation Act 1980, the Civil Procedure Rules 1998 and the Civil Procedure (Amendment) Rules 2023. The condition under which we process special categories of personal data is that such use is necessary for reasons of substantial public interest for insurance purposes under Schedule 1 Part 2 Paragraph 20 of the Data Protection Act 2018 and in accordance with the UK General Data Protection Regulation.

### **Will my information be shared with other organisations or used for other purposes?**

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- **The National Fraud Initiative**
- **The Insurance Fraud Enforcement Department**
- **CRIF (a national database for recording compensation claims)**
- **Our solicitors**
- **Our barristers/counsel**
- **Our insurers**
- **Our insurance brokers**
- **Third party professionals to provide opinions**

- **Department for Work and Pensions for personal injury claims**

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

### **Do I have to provide the information?**

You **are not** obliged by statute or contract to provide the information that is specified here. However, if we were not able to process your personal data **we would not be able to process your claim.**

### **How long will the Council retain the data for?**

The personal data that you have provided will be kept for **7 years.**

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

### **Information Rights**

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as 'the right to be forgotten'

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

### **Data Protection Officer**

You can contact the data protection officer at:  
Loxley House,  
Station Street,  
Nottingham,  
NG2 3NG  
or at [data.protectionofficer@nottinghamcity.gov.uk](mailto:data.protectionofficer@nottinghamcity.gov.uk) .

**Information Commissioner's Office**

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at [www.ico.org.uk](http://www.ico.org.uk). You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,  
Water Lane  
Wilmslow,  
Cheshire  
SK95AF

[www.ico.org.uk](http://www.ico.org.uk)

**Further Information**

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .