

Leicestershire County Council Fair Processing Notice

This notice is to tell you about why we need your information and how we will handle it. This notice is for:

Corporate Resources Insurance Service

What Information do we need from you?

As part of providing and delivering our service we may need to know the following about you:

- name, address – including postcode
- email, mobile number
- date of birth
- medical and health records, details of vulnerabilities
- financial information
- vehicle information – including vehicle owner's name and full address. And vehicle insurance details
- national insurance number
- nationality
- name of hospital attended – if applicable

Why do we need this?

We need this information in order to:

- process insurance claims, this may include liaising with other council departments to obtain information.
- help investigate any concerns or complaints that you may have about the services you receive from us.
- liaise with the council's insurers in determining your claim.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using [c] our legal obligations and [e] our official authority or performance of a public task as our lawful condition for us to do this.

We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive personal data because [f] of a legal claim or judicial capacity.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else. When it is necessary, we may disclose your personal information to the following organisations:

- Regulatory Bodies
- Law enforcement agencies
- Other Leicestershire County Council departments
- Other Insurance Companies

- Local Council
- Fraud Prevention Agencies
- Solicitors and / or legal counsel
- Compensation Recovery Unit
- Motor engineers
- Loss adjusters
- Local authority appointed loss adjuster

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside of the EU.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. The information we collect is recorded and then stored on our secure document and records management system. The information on our system is retained for various periods dependant on the nature of the claim and in line with Leicestershire County Council's retention policy or the Limitations Act 1980 before being deleted.

What if something changes?

If the information you provided changes or your circumstances change, please contact the Insurance Team on 0116 305 7658 or email insurance@leics.gov.uk. If we need to change something like who we want to share this information with, we will contact you to let you know.