

To be provided to the data subject at the time of obtaining personal data from them

1. Data Controller

Wiltshire Council is registered as a data controller with the Information Commissioner's Office. Full details of the registration are available at [ICO register of data controllers](#).

2. Data Controller Contact Details

We can be contacted by:

- Phone (0300 456 0100 lines open 9am - 5pm Monday to Friday)
- In person at Council offices, open Monday to Friday from 8.30am until 5.30pm (reception 9am - 5pm Monday to Friday)
 - o County Hall, Wiltshire Council, Bythesea Road, Trowbridge
 - o Monkton Park offices, Monkton Hill, Chippenham, Wiltshire SN15 1ER
 - o Bourne Hill, Salisbury, Wiltshire, SP1 3UZ
 - o Sheep Street, Devizes, Wiltshire, SN10 1DL
- In writing (Wiltshire Council, Bythesea Road, Trowbridge, Wiltshire BA14 8JN)

3. Data Protection Officer

Our DPO may be contacted as above or online at dataprotection@wiltshire.gov.uk

4. Purpose of processing

The Address Information Team will process your personal information for the following purposes:

- maintaining our own accounts and records
- licensing and regulatory activities
- local fraud initiatives
- corporate administration and all activities we are required to carry out as a data controller and public authority
- the provision of all non-commercial activities including refuse collections from residential properties.
- internal financial support and corporate functions
- managing archived records for historical and research reasons
- data matching under local and national fraud initiatives
- Reply to any messages that you send us
- Inform you of any application progress
- Help us keep a timeline of address history to help with future queries (up to our 7-year data retention policy)

5. Legal basis for processing

Our processing shall be lawful because at least one of the following will apply:

- a) The data subject has given consent to the Council for processing of their personal data for one or more specific purposes;
- b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
- c) processing is necessary for compliance with a legal obligation to which the Council is subject (Town Improvement Clauses Act 1847, sections 64 & 65 and the Public Health Act 1925, sections 17 & 18).
- d) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council

6. Recipients or categories of recipients

Where necessary and lawful, or when required by legal obligation, we may share information with:

- Local and Central Government
- Ombudsman and regulatory authorities
- courts and tribunals
- international law enforcement agencies and bodies
- Police
- partner agencies, approved organisations and individuals working with the Police
- licensing authorities
- legal representatives, defence solicitors

7. Retention Period

Wiltshire Council will process your personal data for the above purposes for no longer than necessary. Retention periods have been determined for different categories of information. The information processed for the above purposes will be kept for 7 years from the date of the last recording about you.

8. Your rights

Your rights are set out in Articles 13 to 22 of the [General Data Protection Regulation 2016](#) and include:

- The right to access your personal information, to request rectification or erasure of certain personal information and to object to processing in certain circumstances.
- The right to withdraw any consent you may have given to process your personal information.
- The right to complain to the [Information Commissioner](#) if you feel we are processing your personal information unlawfully.
- The right to restrict processing activity in certain circumstances.
- The right to object to certain types of processing activity

9. Automated Decision Making

Wiltshire Council's Address Information Team does not use automated decision making in respect to your personal information.