

Understanding the Privacy Notice



Details that tell us who you are like your name, date of birth, and address are called **personal data**.

We ask for **personal data** to help us understand what services you need.



We may collect your details in many ways such as over the phone, by email, or from other people.

Sometimes we may not be able to provide a service if you do not provide the information we need.

Sharing your details:



We may need to share some of your details. For example, if you have moved to another local authority who need to know what services you receive.

If the information is personal, we will ask you first unless we must give it by law.

How we look after your details:



We have a legal duty to protect any information that we have about you. We make sure we keep it private from anyone who isn't allowed to see it.

CCTV:

CCTV is a camera set up to record videos of what is happening in a certain place.



We have CCTV in some of our buildings. We may share the videos to keep people safe and stop crime.



Your rights:

If you are not happy with how we use your personal details, you can complain or to tell us your concerns.



If you don't want us to use your information for direct marketing (this means people contacting you to try to sell things to you). You can tell us at any time by clicking the 'unsubscribe' or 'opt-out' link in marketing emails we send to you.

We will only send you other types of marketing such as postal or telephone marketing about our services and products if you have said we can.

If you wish to stop other types of marketing contact us using the addresses or telephone number below.

Access to the information we have:



You can ask to see the personal details we hold about you.

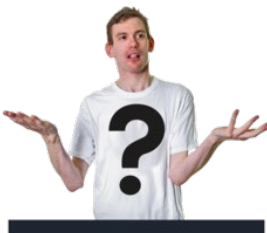
You only have to pay for this if you want copies of details that we have already given to you and we can say no to your request if it is excessive.



We must send it to you within 1 month. If it is going to take longer, we will let you know.

The right to be informed:

You have the right to be told why we need your details. This information is in a **corporate level privacy notice** and **service level privacy notices**.



Removing your details:



You can ask us to remove details about you but there are rules about when you can ask us to do this.

How long we can keep your details depends on why we have it.

We may limit using your personal information if it isn't correct while we check it.

We will try our best to let people who we have shared your details with know if you have asked us to remove some details.

Contact information

If you need help to request access to the details we hold about you, you can contact us:



Telephone: 01785 276682

Email:

accessinformation@staffordshire.gov.uk



Post:

Access Team Information
Governance Unit Staffordshire
County Council 1 Staffordshire Place
Stafford ST16 2DH

For children's social care contact

Families First

informationrequests@staffordshire.gov.uk