

# Island Roads - Full Privacy Notice

Created: 20 June 2016, version 1

## Introduction

Island Roads is registered as a 'data controller' under the Data Protection Act as we collect and process personal information about you (this applies to Island Roads staff and members of the public).

This notice explains how we use and share your information. Information may be collected on a paper or online form, by telephone, email, CCTV or by a member of our staff, or one of our partners.

## Why do we collect information about you?

We need to collect and hold information about you, in order to:

- To record your service request
- Enables us to report back to you with an update on progress or request further information to enable us to respond efficiently to your request.
- Assist in the investigation of aggression, verbal and physical abuse towards Island Roads Employees/Members of Public.
- Provide evidence to support internal investigations (complaints), and prosecution cases.
- Assist in the investigation of allegations of inappropriate conduct by Operatives.

We may not be able to provide you with a service unless we have enough information, or your permission to use that information.

## How we use your information

We will use the information you provide in a manner that conforms to the Data Protection Act. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances the law sets the length of time information has to be kept.

We will process your information for the following purposes:-

- for the service you requested, and to monitor and improve Island Roads performance in responding to your request
- to ensure that we meet our legal obligations
- where necessary for the law enforcement functions
- to prevent and detect crime
- where necessary to protect individuals from harm or injury

We will not pass any personal data on to third parties, other than those who either process information on our behalf, or because of a legal requirement, and it will only do so, where possible, after we have ensured that sufficient steps have been taken to protect the personal data by the recipient.

We will not disclose any information that you provide 'in confidence' to us, to anyone

else without your permission, except in the few situations where disclosure is required by law, or where we have good reason to believe that failing to share the information would put someone else at risk. You will be told about this.

### **Information sharing**

We may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely, and use them only to fulfil your request. If we wish to pass your sensitive or confidential information onto a third party, we will only do so once we have obtained your consent, unless we are legally required to do so.

We may disclose information to other partners where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime.

### **CCTV Body Worn Cameras**

Island Roads have introduced the use of body worn cameras for the purposes of public and staff safety.

In all locations, signs are displayed notifying you that CCTV is in operation and providing details of who to contact for further information about the scheme.

Images captured by Body Worn Cameras will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

Body Worn Videos (BWV) incorporating audio recording are being used by Island Roads Operatives when necessary for operational purposes.

The aim of the BWV technology is to:

- promote the safety of the Island Roads Operatives
- reduce the potential number of confrontational situations experienced by Operatives
- reduce potential escalation of incidents
- augment opportunities for evidence capture

You have the right to see images/audio recording of yourself in accordance with the Data Protection Act and be provided with a copy of the images.

We will only disclose images and audio to other authorised bodies who intend to use it for the purposes stated above. Images and audio will not be released to the media for entertainment purposes or placed on the internet for public viewing.

We operate CCTV and disclose in accordance with the codes of practice issued by the Information Commissioner and the Home Office.

## **How we protect your information**

We have an Information Governance Framework that includes a Data Protection and Privacy Policy and a set of Information Security policies. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. We provide training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly.

We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of paper records or delete any electronic personal information in a secure way.

## **Your rights**

You are legally entitled to request access to any information about you that we hold, and a copy.

Please contact the service holding the information or our Customer Services Centre to exercise any of these rights, or if you have a complaint about how your information has been used.

## **Further information**

If you would like to know more please contact us.

**Customer Service Manager**, Island Roads, St Christopher House, 42  
Daish Way, Newport, Isle of Wight, PO30 5XJ

Telephone: 01983 822440

Email: [info@islandroads.com](mailto:info@islandroads.com)

Online: <http://www.islandroads.com>

If you require general information about the Data Protection Act, information is available on the Information Commissioner's web site: [www.ico.gov.uk](http://www.ico.gov.uk).

## **Changes to this privacy notice**

We will continually review and update this privacy notice to reflect changes in our services, as well as to comply with changes in the law. When such changes occur, we will revise the 'last updated' date at the top of this notice and the current version will be at:

[www.islandroads.com/privacy](http://www.islandroads.com/privacy)

