

# Privacy Notice

## Registration Service

When processing your personal, special category personal or criminal/law enforcement data, Westmorland and Furness Council ('the council') is required under Articles 13 and 14 of the UK General Data Protection Regulation (UKGDPR) to provide you with the information contained in this Privacy Notice.

This notice explains what the council will collect, who it will be shared with, why we need it and how we will use it. The council will continually review and update this Privacy Notice to reflect service changes, feedback from customers and changes in the law.

The council is also required to comply with the data protection principles as laid out in the UKGDPR, to ensure that personal data is:

- processed lawfully, fairly and in a transparent manner
- collected for specific, explicit, and legitimate purposes
- adequate, relevant, and limited to the purposes for which it was collected
- accurate and up to date
- kept for no longer than is necessary for the purpose(s) for which it was collected
- secured using appropriate technical or organisational measures

## Registration

As an organisation that processes large amounts of personal, special category personal or criminal/law enforcement data, referred to in legislation as a data controller, the council is required to register with the Information Commissioner's Office (ICO).

Name: Westmorland and Furness Council  
Address: South Lakeland House, Lowther Street, Kendal,  
Cumbria, LA9 4DQ  
Registration number: ZB512761

The council's Registration Certificate can be viewed:

<https://ico.org.uk/ESDWebPages/Entry/ZB512761>

## About the Service

### All statutory services/functions

- Registration of births, deaths, marriages & civil partnerships
- Preliminaries to marriage and civil partnerships
- Conversion from civil partnership to marriage
- Management of the citizenship ceremony process and citizenship ceremonies on behalf of the home office
- Custodian of the registers for births, deaths and marriages from 1837
- Updating the registers for adoptions, corrections, re-registrations, space 17 name given in baptism and not in baptism
- Production of copy certificates of births, deaths and marriages upon payment and positive identification of the entry
- Statutory elements of ceremony delivery
- Registration of buildings as a place of worship and place of marriage
- Oversight of all non-secular ceremonies, paperwork and appointment of authorised persons
- Delivery of end-of-life ceremonies at short notice 24/7/365

In January 2020, registration service was split into 3 elements:

- Customer front door
- Ceremonies
- Statutory and regulatory service delivery

1. Customer front door: Most incoming communications by telephone and email are handled by officers in the service centre operations team who have been trained and provided guidance notes and maps of the customer enquiries. Appointment bookings are made via this team.

All complex queries are passed to our Registration team however these would all be part of a statutory requirement

2. Ceremonies: The ceremonial element of ceremony delivery is delivered by the service centre. The registration service still has statutory oversight of this operation, but delivery is through the service centre ceremonies team.
3. Any discretionary services will be detailed in the return from service centre
4. Statutory and regulatory service delivery: The statutory elements of the service are delivered by the registration service under the leadership of the Superintendent Registrar and Proper Officer. This team deliver all legal

registration activity, are accountable for the performance of the service and compliance with GRO requirements and standards; and the team manages the relationship with the GRO. There are no discretionary services offered by this team.

## Future Legislative Changes

The electronic communications act made it possible for much of the paperwork concerning birth and death registrations to be passed electronically from the medical professionals to the service and from the service to the cemetery and crematoria for body disposal.

HMPO is now developing a “portal” whereby medical certificates of cause of death can be sent electronically rather than a wet signature paper document. Once this is ready (at beta testing) they will move to the 2nd phase which is for all births and deaths to be given the option of undertaking registrations by telephone. This will be a significant change to the service, it will enable greater flexibility and resilience however will not reduce workload and could lead to an increase in workload. It will however be a benefit to the people of Cumbria who live in a large geographic area and allow them to register from home rather than attend in person. Through covid this was allowed for deaths, and it was very positive with both stakeholders and customers.

From 9th September 2024 the role of the Medical Examiner is a statutory function. This has removed the need for the service to make referrals to HM Coroner.

Ensuring the correct delivery of the ceremony element of the service to meet legal requirements falls under the jurisdiction of the Superintendent Registrar.

## Data Controller Arrangements

The Registration service runs separately for each authority, with each authority having its own registration district, along with separate booking system for appointments, phone systems and email enquiry systems.

Although staff from Cumberland and Westmorland & Furness authorities may support each other in the delivery of registration services by sending staff to work in each other’s offices, each authority will remain a separate and independent data controller of the personal data processed in connection with the registration services and personal data will not be shared between the authorities for the purpose of the delivery of the registration services.

NB – It should be noted that this does not sit with any local authority for Registration. The Superintendent Registrar is the custodian of all Registration information. The Superintendent Registrar is logged with the ICO and is a data controller in their own right for the service.

## What is personal data?

**UKGDPR Article 4 defines personal data as:** any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

## What is special category personal data?

**UKGDPR Article 9 defines special category personal data as:** racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

## What is criminal/law enforcement data?

The council is a competent authority as described in Schedule 7 of the Data Protection Act 2018 and is permitted to process data for law enforcement purposes that include: the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, including the safeguarding against and the prevention of threats to public security.

## What information does the council collect about me?

The council is required to process either your personal, special category/sensitive or criminal/law enforcement data to meet legal obligations and make robust recommendations and decisions.

The **Personal Data** requirements are:

### Registration – Births

- Marital Status of parents
- If multiple Births
- Date of birth of child
- Names of child
- Sex of child
- Where the child was born
- Fathers' names and any former names
- Where father was born
- Occupation of father
- Name, previous names, otherwise known as and maiden name of mother

- Where mother was born
- Occupation of mother
- Addresses at present and address at time of baby's birth

### **Registration – Deaths**

- Date of death
- Where person died
- Date of birth of deceased
- Where deceased was born
- Marital status
- Occupation
- Employment Status
- Name of spouse or civil partner if applicable
- Occupation of spouse or civil partner
- Employment status of spouse or civil partner
- Usual address
- Cause of Death
- Informant's name
- Informant's relationship to deceased
- Informant's address

### **Notice of Intent to Marry/Form a Civil Partnership**

- Opposite or same sex ceremony
- Name, previous names, otherwise known as and maiden name
- Date of birth
- Nationality
- Place, date and time of ceremony
- Sex
- Marital Status
- Address and how long at address
- Parents details
- Telephone details for home and mobile
- Date of divorce, annulment, death, dissolution
- Relationships to each other
- Occupation

### **Office of National Statistics (ONS) mandatory and voluntary statistical collection – Births**

- Month and year of marriage
- Father date of birth
- Mothers date of birth
- Any other living children

- Any previous still-born children
- Employment status
- Which industry they work in

## **Office of National Statistics (ONS) mandatory and voluntary statistical collection – Deaths**

- Date of birth of spouse or civil partner
- How long in a communal establishment (if applicable)

### Tell Us Once

- Full names
- Date of birth
- House number and postcode
- Date of death

### Certificate Services

- Applicants Name
- Applicants Address
- Applicants telephone number and email address
- Delivery address
- Relationship to the person(s) on the certificate
- Name of person(s) on certificate
- Date of birth, death, marriage, or civil partnership
- Where the event took place
- Details of parents, spouses, partners

The **Special Category Data** requirements are:

- gender
- health
- religion
- nationality
- sex life or sexual orientation

The **Criminal/Law Enforcement Data** requirements are:

- Not Applicable

## **How does the council collect data about me?**

As part of this service the council will collect personal, special category personal or criminal/law enforcement data from you in the following ways:

- by telephone

- online forms
- appointment booking systems for births, deaths and stillbirths and marriages/civil partnerships
- online payment systems, for example - registration certificates
- face to face, for example - registration interviews
- using the Tell Us Once service

## Why does the council collect my personal data?

The Registration Service collects personal, special category personal or criminal/law enforcement data to enable it to:

- meet legal obligations
- make robust recommendations and decisions

## Who does the council share personal data with?

Where there is a lawful reason to do so the Registration Service may share personal, special category personal or criminal/law enforcement data with:

- business associates and other professional advisers
- courts, prisons and tribunals
- credit reference agencies
- current, past and prospective employers
- customers
- customs and excise
- data processors
- debt collection and tracing agencies
- educators and examining bodies
- employees and agents of the data controller
- family, associates or representatives of the person whose personal data we are processing, e.g., next of kin, Power of Attorney, Guardians
- financial organisations
- fire authorities
- healthcare, social and welfare organisations and professionals
- housing associations and landlords
- international law enforcement agencies and bodies
- law enforcement and prosecuting authorities
- legal representatives
- licensing authorities
- local and central government departments
- Local Government Ombudsman/Information Commissioner
- partner agencies, approved organisations and individuals working with the police
- persons making an enquiry or complaint

- police complaints authority
- police forces
- political organisations
- press and the media
- private investigators
- professional advisers and consultants
- professional bodies
- providers of goods and services
- regulatory bodies
- religious organisations
- security companies
- service providers
- students and pupils including their relatives, guardians, carers or representatives
- survey and research organisations
- the disclosure and barring service
- trade unions
- voluntary and charitable organisations
- other departments within the council to allow us to provide efficient and effective services

The Registration Service may receive personal, special category personal or criminal/law enforcement data about you from the third parties mentioned above and other public bodies and organisations. In this case, we will tell you the source of the information unless we are unable to do so by law.

## Legal Basis

Where the council identifies the requirement to process personal, special category/sensitive or criminal/law enforcement data, depending on the specific data being shared, it must have at least one of the following:

- for personal data, a legal basis under [UKGDPR Article 6](#)
- for special category/sensitive data, a condition under [UKGDPR Article 9](#)
- for criminal/law enforcement data, a purpose under [Data Protection Act 2018 - Schedule 8](#)

If we are relying on consent to process your personal, special category personal or criminal/law enforcement data, you have the right to object at any time by contacting the service or officer the data was provided to.

If **personal data** is being processed the council must select at least one legal basis from the list below:

- **UKGDPR Article 6(1) (a) Consent**
- **UKGDPR Article 6(1) (c) Legal Obligation**



- **UKGDPR Article 6(1) (e) Public Task/Public Interest/Official Authority**

Where the council is relying on UKGDPR Article 6(1)(c) all Relevant Legislation should be listed below.

If **special category personal data** is being processed the council must select at least one condition from the list below:

- **UKGDPR Article 9(2) (g) Substantial public interest**

If **criminal/law enforcement data** is being processed the council must select at least one condition from the list below:

- **Not Applicable**

## Relevant Legislation

### Births and Deaths

- Births and Deaths Registration Act 1953
- Registration of Births and Deaths Regulations 1987 (SI 1987/2088)
- Registration of Births and Deaths (Welsh Language) regulations 1987 (SI 1987/2089)
- The Deregulation (Still-Birth and Death Registration) Order 1996 (SI 1996/2395)
- The Contracting Out (functions of the Registrar General in relation to authoring re registration of births) Order 1997 (SI 1997/962)
- The Deregulation (Correction of Birth and Death Entries in Registers of Other Records) Order 2002 (SI 2002/1419)
- The Registration of Births and Deaths (Electronic Communications and Electronic Storage) Order 2006 (SI 2006/2809)
- Legitimacy Act 1976
- The Registration of Births, Deaths and Marriages (Amendment) Regulations 2006
- The Registration of Births, Deaths and Marriages (Amendment) Regulations 2007
- The Registration of Births, Deaths and Marriages (Amendment) No.2 Regulations 2007
- The Cremation (England and Wales) Regulations 2008
- The Human Fertilisation and Embryology Act 2008
- The Registration of Births and Deaths (Amendment) Regulations 2009
- The Coroners and Justice Act 2009
- The Welfare Reform Act 2009
- The Presumption of Death Act 2013
- Births and Deaths
- Births and Deaths Registration Act 1953

- Registration of Births and Deaths Regulations 1987 (SI 1987/2088)
- Registration of Births and Deaths (Welsh Language) regulations 1987 (SI 1987/2089)
- The Deregulation (Still-Birth and Death Registration) Order 1996 (SI 1996/2395)
- The Contracting Out (functions of the Registrar General in relation to authoring re registration of births) Order 1997 (SI 1997/962)
- The Deregulation (Correction of Birth and Death Entries in Registers of Other Records) Order 2002 (SI 2002/1419)
- The Registration of Births and Deaths (Electronic Communications and Electronic Storage) Order 2006 (SI 2006/2809)
- Legitimacy Act 1976
- The Registration of Births, Deaths and Marriages (Amendment) Regulations 2006
- The Registration of Births, Deaths and Marriages (Amendment) Regulations 2007
- The Registration of Births, Deaths and Marriages (Amendment)No.2 Regulations 2007
- The Cremation (England and Wales) Regulations 2008
- The Human Fertilisation and Embryology Act 2008
- The Registration of Births and Deaths (Amendment) Regulations 2009
- The Coroners and Justice Act 2009
- The Welfare Reform Act 2009
- The Presumption of Death Act 2013
- Marriages
- Marriage Act 1949
- The Registration of Marriages Regulations 1986 (SI 1986/1442)
- The Marriage Act 1994
- The Marriage and Civil Partnership (Approved Premises) Regulations 2005
- The Registration of Births, Deaths and Marriages (Amendment) Regulations 2005 (SI 2005/3177)
- The Reporting of Suspicious Marriages and Registration of Marriages (Miscellaneous Amendments) Regulations 2000 (SI 2000/3164)
- The Registration of Marriages (Welsh Language) Regulations 1999 (SI 1999/1621)
- The Asylum and Immigration (Treatment of Claimants) Act 2004
- The Immigration (Procedure for Marriage) Regulations 2011 (SI 2011/2678)
- The Marriages and Civil Partnerships (Approved Premises) Regulations 2005 (SI 2005/3168)
- The Forced Marriage (Civil Protection) Act 2007
- The Equality Act 2010
- The Marriage and Civil Partnership (Approved Premises) (Amendment) Regulations 2011

- The Protection of Freedoms Act 2012
- The Marriage (Same Sex Couples) Act 2013
- Immigration Act 2014
- The Registration of Marriages Regulations 2015
- The Marriage (Authorised Persons) and Civil Partnership (Registration Provisions) (Amendments) Regulations 2015
- The Registration of Births, Deaths and Marriages and Registration of Civil Partnerships (Fees) (Amendment) Order 2015
- The Referral of Proposed Marriages and Civil Partnerships Regulations 2015
- Marriage (Registrar General's Licence) Act 1970
- Adoptions
- Adoptions and Children Act 2002
- The Adopted Children and Adoption Contact Registers Regulations 2005 (SI 2005/924)
- The Adoption Information and Intermediary Services (Pre-commencement) Adoptions Regulations (SI 2005/890)
- Civil Partnership
- The Civil Partnership Act 2004
- The Marriages and Civil Partnerships (Approved Premises) Regulations 2005 (SI 2005/3168)
- The Reporting of Suspicious Civil Partnerships Regulations 2005 (SI 2005/3174)
- The Civil Partnership (Registration Provisions) Regulations 2005 (SI 2005/3176)
- The Immigration (Procedure for Formation of Civil Partnerships) Regulations 2011 (SI 2011/2979)
- Gender Recognition
- Gender Recognition Act 2004
- The Gender Recognition Register Regulations 2005 (SI2005/912)
- Local Authorities/Miscellaneous
- The Registration Service Act 1953
- The Registration of Births, Deaths and Marriages Regulations 1968
- Statistics and Registration Act 2007
- The Freedom of Information Act 2000
- The Data Protection Act 1998
- Mental Capacity Act 2005
- Equality Act 2010
- Fees
- The Registration of Births, Deaths, Marriages and Civil Partnerships (Fees) Regulations 2016
- The Registration of Civil Partnerships (Fees) (No. 2) Order 2005 (SI 2005/3167)

- The Registration of Civil Partnerships (Fees) Order 2005 (SI 2005/3177)
- The Registration of Civil Partnership (Fees)(Amendment) Order 2010
- The Registration of Births, Deaths, Marriages (Fees)(Amendment) Order 2012
- Immigration Act 2016
- Regulation of Birth and Death, Marriage and Civil Partnership (Fees)(Amendment) Regulations 2017
- The Medical Certificate Cause of Death Regulations 2024

## **Marriages**

- Marriage Act 1949
- The Registration of Marriages Regulations 1986 (SI 1986/1442)
- The Marriage Act 1994
- The Marriage and Civil Partnership (Approved Premises) Regulations 2005
- The Registration of Births, Deaths and Marriages (Amendment) Regulations 2005 (SI 2005/3177)
- The Reporting of Suspicious Marriages and Registration of Marriages (Miscellaneous Amendments) Regulations 2000 (SI 2000/3164)
- The Registration of Marriages (Welsh Language) Regulations 1999 (SI 1999/1621)
- The Asylum and Immigration (Treatment of Claimants) Act 2004
- The Immigration (Procedure for Marriage) Regulations 2011 (SI 2011/2678)
- The Marriages and Civil Partnerships (Approved Premises) Regulations 2005 (SI 2005/3168)
- The Forced Marriage (Civil Protection) Act 2007
- The Equality Act 2010
- The Marriage and Civil Partnership (Approved Premises) (Amendment) Regulations 2011
- The Protection of Freedoms Act 2012
- The Marriage (Same Sex Couples) Act 2013
- Immigration Act 2014
- The Registration of Marriages Regulations 2015
- The Marriage (Authorised Persons) and Civil Partnership (Registration Provisions) (Amendments) Regulations 2015
- The Registration of Births, Deaths and Marriages and Registration of Civil Partnerships (Fees) (Amendment) Order 2015
- The Referral of Proposed Marriages and Civil Partnerships Regulations 2015
- Marriage (Registrar General's Licence) Act 1970

## **Adoptions**

- Adoptions and Children Act 2002

- The Adopted Children and Adoption Contact Registers Regulations 2005 (SI 2005/924)
- The Adoption Information and Intermediary Services (Pre-commencement) Adoptions Regulations (SI 2005/890)

### **Civil Partnership**

- The Civil Partnership Act 2004
- The Marriages and Civil Partnerships (Approved Premises) Regulations 2005 (SI 2005/3168)
- The Reporting of Suspicious Civil Partnerships Regulations 2005 (SI 2005/3174)
- The Civil Partnership (Registration Provisions) Regulations 2005 (SI 2005/3176)
- The Immigration (Procedure for Formation of Civil Partnerships) Regulations 2011 (SI 2011/2979)

### **Gender Recognition**

- Gender Recognition Act 2004
- The Gender Recognition Register Regulations 2005 (SI2005/912)

### **Local Authorities/Miscellaneous**

- The Registration of Births, Deaths, Marriages and Civil Partnerships (Fees) Regulations 2016
- The Registration of Civil Partnerships (Fees) (No. 2) Order 2005 (SI 2005/3167)
- The Registration of Civil Partnerships (Fees) Order 2005 (SI 2005/3177)
- The Registration of Civil Partnership (Fees)(Amendment) Order 2010
- The Registration of Births, Deaths, Marriages (Fees)(Amendment) Order 2012
- Immigration Act 2016
- Regulation of Birth and Death, Marriage and Civil Partnership (Fees) (Amendment) Regulations 2017

### **Fees**

- The Registration of Births, Deaths, Marriages and Civil Partnerships (Fees) Regulations 2016
- The Registration of Civil Partnerships (Fees) (No. 2) Order 2005 (SI 2005/3167)
- The Registration of Civil Partnerships (Fees) Order 2005 (SI 2005/3177)
- The Registration of Civil Partnership (Fees)(Amendment) Order 2010
- The Registration of Births, Deaths, Marriages (Fees)(Amendment) Order 2012

- Immigration Act 2016
- Regulation of Birth and Death, Marriage and Civil Partnership (Fees)(Amendment) Regulations 2017

## Automated Decision-Making/Profiling

Automated individual decision-making is a decision made by automated means without any human involvement. Automated individual decision-making does not have to involve profiling, although in some cases it might.

A definition of Profiling can be found in: [UK GDPR - Article 4\(4\)](#) and further information can be found at: [ICO - Automated Decision Making and Profiling](#).

We **do not** use your information for automated decision-making or profiling purposes.

## CCTV and Surveillance

We operate surveillance equipment within some of our services for the purpose of either, public and staff safety, or the prevention and detection of crime. CCTV is also installed on the outside of some of our buildings for the purposes of monitoring building security and crime prevention and detection.

Civil Enforcement Officers (CEOs) who undertake the enforcement of parking restrictions, are each equipped with a Body Worn Video Device (BWVD), which has both video and audio recording capability.

Images captured by CCTV will be kept in accordance with the council's Retention and Disposal Schedule. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated. Images can be requested by writing to: [dataprotection@westmorlandandfurness.gov.uk](mailto:dataprotection@westmorlandandfurness.gov.uk).

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 Biometrics and Surveillance Camera Commissioner.

We have published information on our website concerning [how and when we use CCTV or surveillance](#).

## National Fraud Initiative/Data Matching

The Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds or where undertaking a public function, in order to prevent and detect fraud.

The Council is required to participate in the Cabinet Office's National Fraud Initiative: a data matching exercise to assist in the prevention and detection of fraud. The Council is obliged to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise. The Cabinet Office is responsible for carrying out data matching exercises in accordance with the <https://www.gov.uk/government/publications/code-of-data-matching-practice-for-national-fraud-initiative>.

Data matching involves comparing computer records held by one body against other computer records held by the same or another body to see how far they match. This is usually personal information. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it may indicate that there is an inconsistency which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until an investigation is carried out.

For further information on the Cabinet Office exercise please see:

- <https://www.gov.uk/guidance/national-fraud-initiative-public-sector-data-requirements>
- <https://www.gov.uk/government/publications/fair-processing-national-fraud-initiative/fair-processing-level-3-full-text>

For further information please contact: [nfi.WAF@westmorlandandfurness.gov.uk](mailto:nfi.WAF@westmorlandandfurness.gov.uk).

Alternatively, you can refer to the Privacy Notice - National Fraud Initiative: <https://www.westmorlandandfurness.gov.uk/your-council/data-protection-and-privacy/services-privacy-notice>.

## Elected Members

In order for Elected Members to act on your behalf and resolve the issues you have raised they may need to collect some personal, special category personal or criminal/law enforcement data. This could include your name and address, and/or sensitive personal data, which could be concerning your health or ethnic origin.

In some circumstances your explicit consent may be needed to allow for the processing of your data. If this is needed the relevant Elected Member will contact you directly.

Elected Members will:

- only share data with the organisations necessary to deal with your enquiry i.e., different council departments, and to resolve any issues you have raised
- not share your data with third parties, unless it is required for law enforcement purposes to prevent or detect crime, to protect public funds or where required or permitted to share data under other legislation

- keep your data secure using the council's secure IT and email systems
- retain/destroy your data in accordance with the council's Retention and Disposal Schedule

You have the right to access your personal, special category personal or criminal/law enforcement data and to rectify mistakes, erase, restrict, object or move your data in certain circumstances.

You can withdraw your consent for your personal, special category personal or criminal/law enforcement data to be processed as described above at any time. If you would like this to happen or you have a complaint about how your data is handled, please contact your Elected Member.

If you are not satisfied with the response or believe the Elected Member is not processing your personal, special category personal or criminal/law enforcement data in accordance with the law you can [complain to the Information Commissioner's Office \(ICO\)](#).

## Data Transfers

The council is required by UKGDPR Article 32 to ensure that appropriate organisational and security measures are in place to protect your personal, special category personal or criminal/law enforcement data.

Security measures include: anonymisation, pseudonymisation, encryption, access controls on systems, regular testing of our systems, security training for all employees. You can find further information in the following documents:

- [Information Security Policy](#)
- [Data Protection Policy](#)
- [PSN Connection Compliance Certificate](#)
- [NHS DS&P Toolkit - Compliance Certificate](#)

If you access information online, the council website does not store or capture personal information, but merely logs a number called your IP address which is automatically recognised by the system. The system will record personal information if you:

- subscribe to or apply for services that require personal information
- report a fault and give your contact details for us to respond
- contact us and leave your details for us to respond

For further information visit our [Cookies Policy](#).

Westmorland and Furness Council will only store your information for as long as is legally required in accordance with the council's [Retention and Disposal Schedule](#) or in situations where there is no legal retention period established best practice will be followed.



To help you understand the Schedule the council has published a [Retention Schedule - Quick User Guide](#).

If you have any questions about the Schedule or the Quick User Guide, please contact [recordcentre@cumberland.gov.uk](mailto:recordcentre@cumberland.gov.uk).

If you experience any problems in relation to your personal data or you see something that doesn't look right, contact the council by email at: [databreaches@westmorlandandfurness.gov.uk](mailto:databreaches@westmorlandandfurness.gov.uk).

## Contacting the Council

### Emails

If you email us, we may keep a record of your contact and your email address and the email for our record keeping of the transaction. We suggest that you keep the amount of confidential information you send to us via email to a minimum and use our secure online forms and services. Where available, you can sign up for email alerts for selected services using an external service from GovDelivery, with control over your preferences.

### Telephone calls

The council will inform you if your telephone calls are being recorded or monitored and will not record any financial card details if you make payments by telephone.

## Your Rights – Data Subject Access

### What is a Subject Access Request?

Individuals have the right to access and receive a copy of their personal data, and other supplementary information held by Westmorland and Furness Council. This is commonly referred to as a Subject Access Request or 'SAR'.

Subject Access Requests can be made verbally or in writing, including via social media. Please see 'Submitting Subject Access Requests' below for information.

Data Subjects can make requests themselves, or ask another person to do it on their behalf i.e. child (under 12), attorney, litigation friend. In these circumstances the council will need to see evidence of permission to request the data of another person and it should be emailed at the same time as the request is submitted. Failure to provide evidence may result in delays with handling your request or it being declined.

In most cases the council does not charge a fee for handling Subject Access Requests, it can however charge a fee:

- where a request is repeated to cover administrative costs

- where a request is manifestly unfounded or excessive
- in some circumstances, we may refuse to handle Subject Access Requests where they are vexatious, manifestly unfounded or excessive

Please be aware that the council may seek evidence of your identity and clarification of your request to assist with the identification of relevant information.

- Once your request has been accepted, the council will:
- provide a response within one calendar month (where possible)
- inform you if your request cannot be responded to within one calendar month, as it is complex or you have submitted more than one request (the deadline for providing a response can be extended by up to a further two months)
- conduct reasonable searches for the requested information
- inform you if information is exempt from disclosure
- provide a response via secure email unless an alternative format has been requested

## Submitting Subject Access Requests

If you would like to submit a request or you would like assistance with submitting a request, please contact us:

By post: Westmorland and Furness Council, South Lakeland House,  
Lowther Street, Kendal, Cumbria LA9 4DQ

By email: [subjectaccess@westmorlandandfurness.gov.uk](mailto:subjectaccess@westmorlandandfurness.gov.uk)

By telephone: 01539 637 437

If you have any concerns about how your personal data is used by the council please contact the Data Protection Officer:

[dataprotection@westmorlandandfurness.gov.uk](mailto:dataprotection@westmorlandandfurness.gov.uk).

## Your Rights – Other

In addition to your right of access the UKGDPR gives you the following rights:

- the right to be informed via the council's Privacy Notice
- the right to withdraw your consent. If we are relying on your consent to process your data, then you can remove this at any point
- the right of rectification, we must correct inaccurate or incomplete data within one month
- the right to erasure. You have the right to have your personal data erased and to prevent processing unless we have a legal obligation to process your personal information. Where your personal data has been shared with

others, we will ensure those using your personal data comply with your request for erasure.

- the right to restrict processing. You have the right to suppress processing. We can retain just enough information about you to ensure that the restriction is respected in future
- the right to data portability. We can provide you with your personal data in a structured, commonly used, machine readable form when asked
- the right to object. You can object to your personal data being used for profiling, direct marketing or research purposes
- you have rights in relation to automated decision making and profiling, to reduce the risk that a potentially damaging decision is taken without human intervention.

Unless otherwise stated above you can exercise any of these rights by contacting the council's Data Protection Officer:

Email: [dataprotection@westmorlandandfurness.gov.uk](mailto:dataprotection@westmorlandandfurness.gov.uk)

Post: Westmorland and Furness Council, South Lakeland House, Lowther Street, Kendal, Cumbria, LA9 4DQ

## Consent

Where our processing of your personal, special category personal or criminal/law enforcement data is based on your consent, you have the right to withdraw your consent at any time.

If you do decide to withdraw your consent, we will stop processing your personal data for that purpose, unless there is another lawful basis we can rely on - in which case, we will let you know.

If you withdraw your consent, it won't impact any of our processing up to that point but may affect the services you are eligible for in future.

If you'd like to discuss withdrawing your consent in relation to data processing please contact the council's Data Protection Officer:

Email: [dataprotection@westmorlandandfurness.gov.uk](mailto:dataprotection@westmorlandandfurness.gov.uk)

Post: Westmorland and Furness Council, South Lakeland House, Lowther Street, Kendal, Cumbria, LA9 4DQ

## Verifying your Identity

When exercising the rights mentioned above, please be aware that under UKGDPR Article 12(6) additional information can be requested to verify that you are the data subject if your identity is unconfirmed. Please note that:

- additional documentation is only required when the council cannot verify your identity using internal council systems that relate to the service you are requesting information about
- the council will contact you for this documentation prior to processing your request
- the statutory deadline for responding to your request will start when you have provided the additional documentation
- failure to provide additional documentation may lead to the council rejecting your request.

## Complaints

If you have concerns about the way the council has processed your data, please contact:

Email: [dataprotection@westmorlandandfurness.gov.uk](mailto:dataprotection@westmorlandandfurness.gov.uk)

Post: Westmorland and Furness Council, South Lakeland House, Lowther Street, Kendal, Cumbria, LA9 4DQ

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can [complain to the Information Commissioner's Office \(ICO\)](#).