

Privacy Notice (How we use your information)

Highways & Streetscene – Reporting of highways maintenance or safety issues by members of the public

The Highways and Streetscene services are responsible for maintaining many of the highways across Kirklees, along with associated infrastructure and highways assets. We recognise the important role that members of the public play in helping to identify potential highways maintenance or safety issues across our highways network. To support this members of the public are able to report highways issues to us by telephone, email, post or online (via the Kirklees Council website or social media channels). Examples of issues which can be reported to us include, but are not limited to:

- Road, pavement and surface issues (e.g. potholes)
- Damaged or faulty streetlights or traffic lights
- Damaged or missing railings, street signs and bollards
- Faded or missing lining/road markings
- Road safety concerns
- Parking concerns (where there are no existing parking restrictions already in place)
- Flooding and drainage problems
- Faulty ironwork
- Overgrown or overhanging vegetation or weeds
- Obstruction or encroachment
- Street cleaning

This Privacy Notice sets out how personal information, in relation to the reporting of highways issues by members of the public, is collected, processed, held, shared and retained.

The categories of information that we collect, process, hold and share include:

The personal information which we specifically request to investigate a highways maintenance or safety issue which you report includes:

- Name
- Address
- Telephone number
- Email address

Please note that we do not specifically request any other personal information, however, it is possible that additional personal or sensitive information may be included within any supplementary information which you send to us. We strongly advise that you read through, in

full, any information before you send it to us to ensure that there is no additional personal or sensitive information included (other than that set out above).

Why we collect and hold this information

We use this personal information in order to:

- Enable us to meet all legal and statutory functions under the Highways Act 1980, along with other relevant legislation.
- Contact you should we need to obtain further information or clarification relating to the issue(s) which you have reported.
- Provide you with updates and/or inform you of the outcome of the issue(s) which you have reported.
- Assess the quality of our services, for example by contacting you to request feedback.
- Evaluate and improve our performance.

If you do not provide the personal information requested then we may be unable to fully investigate the issue, keep you updated and/or inform you of the outcome.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- 6(1)(e) We need it to perform a public task

This lawful basis is underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to

- The Highways Act 1980
- Road Traffic Regulation Act 1984
- Town and Country Planning Act 1990
- New Roads and Street Works Act 1991
- Land Drainage Act 1991
- The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996
- The Highways (Road Humps) Regulations 1999
- The Highways (Traffic Calming) Regulations 1999
- Countryside and Rights of Way Act 2000
- Traffic Management Act 2004

Storing this information

We will hold the information about you securely. We are currently reviewing and updating our internal procedures with regards to retention of personal information and as such this Privacy Notice and associated retention schedules will be updated once this process has been completed.

Who we share this information with

We may share elements of information with other Council services where we feel this is required, for example Internal Audit, Insurance, Flood Management and Councillor/MP Enquiries.

We will not share your personal information with anyone outside of the Council, unless we are required to do so by law. We may share details of the issue(s) which you have reported with external organisations, for example:

- Police
- Neighbouring Local Authorities
- National Highways
- West Yorkshire Combined Authority
- Transport and haulage companies
- Telecommunications or utility companies
- External contractors
- Local businesses and schools (e.g. parking-related issues, skip-related issues etc.)

Should we feel that it would be appropriate for an external organisation to contact you directly we will ask for your consent prior to providing them with your personal information.

Information or data associated with the issue(s) which you report may be included within any response which we need to provide to a Freedom of Information (FOI) request, however all of your personal information will be removed prior to the response being sent to the FOI applicant.

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [Data.protection@kirklees.gov.uk](mailto>Data.protection@kirklees.gov.uk) if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact the Highways Team via email (Highways.Ross@kirklees.gov.uk).

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.



You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.