

Privacy Notice

You may be aware that data protection law changed in May 2018. To make sure you fully understand how we use your personal information, we have updated our Privacy Notice.

Please read this if you wish to contact the Police and Crime Commissioner for Kent or the Office of the Kent Police and Crime Commissioner. If you are making contact on behalf of someone else, please refer them to this Notice, or pass a copy on to them.

This Privacy Notice can be viewed online at www.kent-pcc.gov.uk/privacy, or you can request a copy by:

- Email: contactyourpcc@kent.police.uk;
- Telephone: 01622 677055 (Monday to Friday, 9:00am - 5:00pm); or
- Post: Data Protection Officer, Office of the Kent Police and Crime Commissioner, Kent Police, Sutton Road, Maidstone, Kent, ME15 9BZ

It is available in alternative formats, including large print.

Personal information and the law

This section tells you who we are, what personal information is, and how we get it. It also explains how the law protects you by controlling what is allowed to happen to it.

- Who we are
- What personal information is
- How the law protects you
- Sensitive personal information
- What types of personal information we collect
- Where we collect personal information from
- How long we keep your personal information
- If you choose not to give personal information
- Cookies

Your rights

This section tells you how to ask for a copy of your personal information, and how to let us know if you want your information updated or erased. It also provides information on how to complain.

- How to get a copy of your personal information
- Letting us know if your personal information needs updating
- If you want us to stop using your personal information
- If you want us to erase your personal information
- How to contact our Data Protection Officer
- How to complain

How personal information is used

This section tells you who we share personal information with, and also explains when we will use your information to promote our services and events.

- Who we share personal information with
- Marketing
- Tailoring products and services by automated systems
- Sending personal information outside of the European Economic Area
- Changes to this Privacy Notice

Personal information and the law

- Who we are

The Police and Crime Commissioner (PCC) for Kent is registered as a 'data controller' under the Data Protection Act 1998 because the Office of the Kent Police and Crime Commissioner (OKPCC), receives, creates, holds and may disclose personal information about you in accordance with this Privacy Notice.

- Personal information – what is it

Personal information is information that on its own, or together with other information identifies you and is about you. This includes what you tell us about yourself when you contact the OKPCC, and what the OKPCC may learn as a result of dealing with your correspondence or enquiry. Personal information includes information stored electronically and in manual filing systems.

'Process' or 'processing' means just about any conceivable use of the information, including recording, storing, viewing or disclosing.

- How the law protects you

The OKPCC is committed to protecting your personal information in all that it does and has put in place all reasonable technical and procedural controls required to protect your personal information for the whole of its life, in whatever format the information is held. All OKPCC staff are subject to a duty of confidentiality.

Your privacy is also protected by law, which says that we can use your personal information only if we have a proper reason to do so. This includes sharing it outside of the OKPCC. The reasons why the OKPCC may process your personal information are:

- When it is our legal duty
- To fulfil a contract we have with you
- To protect your life
- To exercise official authority or carry out a specific task in the public interest
- When you consent to it

Below is a list of the ways the OKPCC may use your personal information, and which of the reasons we rely on to do so.

What we use your personal information for	Our reason for processing
<ul style="list-style-type: none"> • To manage our relationship with you • To process your correspondence or enquiry • To build a picture of how policing and other services are performing 	<ul style="list-style-type: none"> • Exercising official authority/carrying out specific tasks in public interest
<ul style="list-style-type: none"> • To process your complaint against: <ul style="list-style-type: none"> ○ the Chief Constable or Kent Police ○ the PCC or OKPCC staff • To consult with you in developing the Police and Crime Plan • To process Freedom of Information requests and Subject Access Requests 	<ul style="list-style-type: none"> • Our legal duty¹
<ul style="list-style-type: none"> • To address concerns in relation to your immediate safety or welfare 	<ul style="list-style-type: none"> • To protect life
<ul style="list-style-type: none"> • To exercise our rights as set out as part of any grant bidding process 	<ul style="list-style-type: none"> • Fulfilling contracts
<ul style="list-style-type: none"> • To communicate with you about our services and the work of the PCC • To obtain your feedback on the development of new, or enhanced services • To conduct analysis and research activities 	<ul style="list-style-type: none"> • Your consent

¹ Including the Police Reform Act 2002; The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012; the Police Reform and Social Responsibility Act 2011; the Freedom of Information Act 2000; and the Data Protection Act 1998.

- Sensitive personal information

The law and other regulations treat some types of personal information as 'special categories'. This includes, but is not limited to, information about racial or ethnic origin, sexual orientation and religious beliefs. They require higher levels of protection and the OKPCC needs to have further justification for processing them.

We may process special categories of information in the following circumstances:

- With your consent;
- Where we need to carry out our legal obligations; or
- Where it is needed in the public interest.

In limited circumstances, we may approach you for consent to allow us to process certain sensitive personal information. If we do so, we will provide you with full details of the personal data that we would like and the reason we need it, so that you can carefully consider whether you wish to consent.

We may also process this type of information where it is needed in relation to legal claims, or to protect your interests (or someone else's) and you are not capable of giving your consent, or where you have already made the information public.

- What types of personal information we collect

The types of personal information we collect include:

- Personal details such as name, address, telephone number, email address;
- Crime or incident reference numbers;
- Details of how you use our website, and where you have accessed it from;
- Details of how you interact with us on social media;
- Details of when you contact us and when we contact you (including recordings of telephone calls and copies of written communications such as emails or letters);
- Any consents which you have given in relation to the processing of your information.

- Where we collect personal information from

Personal information you give to the OKPCC:

- When you contact us (for example by phone, email, letter or via social media)
- When you make a complaint against the Chief Constable, Kent Police, the PCC, or OKPCC staff
- When you submit a Freedom of Information request or Subject Access Request
- When you complete an electronic form available on our website
- When you enter into a grant bidding or commissioning process for the provision of services
- When you register to participate in events and activities
- When you voluntarily complete surveys, provide feedback on consultations or respond to other research activity

Personal information gathered from our website

- When you use or access our website.

This Privacy Notice only applies to the OKPCC website. Our website contains links to other websites, so when you link to them you should read their own privacy policies.

- How long we keep your personal information

The OKPCC will keep your personal information for 4 years from the date of last contact, with the following exceptions:

- Documents relating to legal proceedings, or legal matters – retained for 6 years after the last entry
- Documents relating to complaints – retained for 10 years after the last entry
- Financial documents – retained for 6 years after end of financial year to which they refer

Our Records Management Policy provides further information and can be viewed on our website:
www.kent-pcc.gov.uk/who-we-are/office-policies/

- If you choose not to give personal information

Should you choose not to give us your personal information, it may delay or prevent us from effectively dealing with your correspondence, enquiry or meeting our obligations. We will notify you if your choice not to give personal information to us results in a delay or prevents us from dealing with your correspondence, enquiry or meeting our obligations.

If you give us personal information about someone else, you must do so only with that person's authorisation, which will need to be provided to us in writing. You should inform them how we collect, use, disclose, and retain their personal information according to this Privacy Notice.

- Cookies

Cookies are small computer files that get sent to your PC, tablet or mobile phone by websites when you visit them. They stay on your device and get sent back to the website they came from, when you visit again. Cookies store information about your visits to that website, such as your choices and other details. For further information visit: www.allaboutcookies.org

You can set your browser not to accept Cookies and the above website provides information on how to remove Cookies from your browser. However, some of our website features may not function as a result.

Your Rights

In order to exercise your rights under data protection law, when you contact us, we will need to verify your identity for security purposes. Verifying your identity is an important way of safeguarding against criminal activities including the prevention of illicit access to your information.

- How to get a copy of your personal information

You can ask for a copy of all the personal information we hold about you, and also for the information in a format that can be easily re-used.

To request this, please contact us using the details below. Further information can be found on our website: <https://www.kent-pcc.gov.uk/get-in-touch/contact-us/request-information2/subject-access-request/>

- Letting us know if your personal information needs updating

You have the right to question any personal information we hold on you that you think is wrong, out of date or incomplete. If you do, we will take reasonable steps to check its accuracy and if appropriate, correct it.

If you need to update your personal information, please contact us using the details below.

- If you want us to stop using your personal information

You have the right to object to our use of your personal information in certain circumstances, and to ask us to stop using your information.

You can also ask us to restrict the use of your personal information where there is a dispute in relation to the accuracy or processing of the information.

If you want to object to how we use your personal information, or ask us to restrict how we use it, please contact us using the details below.

- If you want us to erase your personal information

If you feel that we should no longer be using your personal information, or that we are illegally using it, you can request that we erase the information we hold on you. When we receive your request, we will confirm whether the personal information has been deleted or tell you the reason why it cannot be deleted. There may be legal reasons why we need to keep your personal information.

If you want to request that we erase your personal information, please contact us using the details below.

- How to contact our Data Protection Officer

If you have any questions about this Privacy Notice or our processing of information, if you wish to raise a complaint on how we have handled your personal information, or if you wish to exercise any of the rights set out above, please contact us by:

- Email: contactyourpcc@kent.police.uk;
- Telephone: 01622 677055 (Monday to Friday, 9:00am - 5:00pm); or
- Post: Data Protection Officer, Office of the Kent Police and Crime Commissioner, Kent Police, Sutton Road, Maidstone, Kent, ME15 9BZ

The OKPCC has procedures to deal with any suspected data security breach. We will notify you and the Information Commissioner's Office of a suspected breach where we are legally required to do so

- How to complain

If you are not satisfied with our response or believe that we are not processing your personal information in accordance with the law, you can complain to the Information Commissioner's Office by telephoning 0303 123 1113. Alternative contact methods are detailed on their website:

<https://ico.org.uk/global/contact-us/>

How personal information is used

- Who we share personal information with

If it is necessary, the OKPCC may share your personal information with third parties. These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal information. They include the following:

- Kent Police
- Independent Office for Police Conduct
- Kent & Medway Police and Crime Panel
- Information Commissioner's Office
- Victim Support
- Other commissioned victim and witness services
- Other police forces
- Other PCC offices
- Kent County Council
- Medway Council
- Local Authorities

We may need to share your personal information with them so that they can carry out their responsibilities to us, and to enable the OKPCC to fulfil its public duties or legal obligations. We may also consider it necessary to share your information in exceptional circumstances, such as where we have immediate concerns for your (or someone else's) safety or welfare.

The OKPCC does not share your personal information with, or sell it to organisations and companies for marketing purposes.

- Marketing

We will only use your personal information to send you information about the work of the PCC, our services and that of other organisations that support the OKPCC, or future events if we have your consent.

You can withdraw your consent or ask us to stop sending you this information at any time. If you want to do so, please contact us by:

- Following the unsubscribe link on the relevant email;
- Email: haveyoursay@kent.police.uk;
- Telephone: 01622 677055 (Monday to Friday, 9:00am - 5:00pm); or
- Post: Data Protection Officer, Office of the Kent Police and Crime Commissioner, Kent Police, Sutton Road, Maidstone, Kent, ME15 9BZ

- Tailoring products and services by automated systems

The OKPCC does not use automated systems that have no human involvement to process any of your personal information.

- Sending personal information outside of the European Economic Area (EEA)

Data protection law holds all countries in the EEA to the same high standards. The OKPCC does not transfer personal information outside of the EEA.

- Changes to this Privacy Notice

We keep our privacy policy under regular review and will place any updates on our website: www.kent-pcc.gov.uk/privacy

This Privacy Notice was last updated May 2018.

**This Notice is available in alternative formats,
including large print.**