

HOW WE USE PERSONAL INFORMATION

INTRODUCTION

This document explains how Cambridgeshire Constabulary obtains, holds, uses and discloses information about people – their personal information¹ - and the steps we take to ensure that it is protected and also describes the rights individuals have in regard to their personal information that is handled by Cambridgeshire Constabulary².

The use and disclosure of personal information is governed in the United Kingdom by the Data Protection Act 1998 (DPA). The Chief Constable (CC) of Cambridgeshire Constabulary is registered with the Information Commissioner as a “data controller” for the purposes of the DPA. As such the CC is obliged to ensure that Cambridgeshire Constabulary handles all personal information in accordance with the DPA.

Cambridgeshire Constabulary takes that responsibility very seriously and takes great care to ensure that personal information is handled appropriately in order to secure and maintain individuals’ trust and confidence in the force.

1. Why do we handle personal information?

Cambridgeshire Constabulary obtains, holds, uses and discloses personal information for two broad purposes as notified to the Information Commissioner:

1. The policing Purpose – which includes the prevention and detection of crime; apprehension and prosecution of offenders; protecting life and property; preserving order; maintenance of law & order; rendering assistance to the public in accordance with force policies and procedures; and any other duty or responsibility of the police arising from common and statute law.
2. The provision of services to support the Policing Purpose – which include
 - Staff administration, occupational health and welfare;
 - Management of public relations, journalism, advertising and media;
 - Management of finance;
 - Internal review, accounting and auditing;
 - Training;
 - Property management;
 - Insurance management;
 - Vehicle & transport management;
 - Payroll & benefits management;
 - Management of complaints;
 - Vetting;
 - Management of information technology systems;
 - Legal Services;
 - Information provisions;
 - Licensing & registration;
 - Pensioner administration;

¹ “Personal Data” is defined under section 1 of the Data Protection Act 1998 (DPA). In practical terms it means information handled by Cambridgeshire Constabulary that relates to identifiable living individuals. It can include intentions and expressions of opinion about an individual. The information can be held electronically or as part of paper records and can include CCTV footage and photographs. For ease of readers this document refers to the handling, use, holding etc of personal data – section 1 of the DPA uses the term “processes” to cover any usage of personal data.

² This document is designed to help satisfy the “Fair Processing Requirements” as required by schedule 1 part 2 paragraphs 1-4 of the DPA and may be regarded as a generic over-arching “Fair Processing Notice” for Cambridgeshire Constabulary. Additional more specific Fair Processing Notices may appear in other circumstances such as on forms, force policies, email footers or CCTV signage.

- Research, including surveys³;
- Performance management;
- Sports & recreation;
- Procurement;
- Planning;
- System testing;
- Security;
- Health & safety management.

2. Whose personal information do we handle?

In order to carry out the purposes described under section 1 above Cambridgeshire Constabulary may obtain, use and disclose (see section 7 below) personal information relating to a wide variety of individuals including the following:

- Staff including volunteers, agents, temporary and casual workers:

- Suppliers;

- Complainants, correspondents and enquirers;

- Relatives, guardians and associates of the individuals concerned;

- Advisors, consultants and other professional experts;

- Offenders and suspected offenders;

- Witnesses;

- Victims;

- Former and potential members of staff, pensioners and beneficiaries;

- Other individuals necessarily identified in the course of police enquiries and activity.

Cambridgeshire Constabulary will only use appropriate personal information necessary to fulfil a particular purpose or purposes. Personal information could be information which is held on a computer, in a paper record such as a file, as images, but it can also include other types of electronically held information such as CCTV images.

3. What types of personal information do we handle?

In order to carry out the purposes described under section 1 above Cambridgeshire Constabulary may obtain, use and disclose (see section 7 below) personal information relating to or consisting of the following:

- Personal details such as name, address and biographical details:

- Family, lifestyle and social circumstances;

- Education and training details;

- Employment details;

- Financial details;

- Goods or services provided;

- Racial or ethnic origin;

- Political opinions;

- Religious or other beliefs of a similar nature;

- Trade Union membership;

- Physical or mental health or condition;

- Sexual life;

- Offences (including alleged offences);

- Criminal proceedings, outcomes and sentences;

- Physical identifiers including DNA, fingerprints and other genetic samples;

- Sound and visual images;

- Licenses or permits held;

- Criminal intelligence;

- References to manual records or files;

- Information relating to health & safety;

- Complaints, incidents and accident details.

³ Cambridgeshire Constabulary is required to conduct Consumer Satisfaction Surveys to evaluate our performance and effectiveness. We may contact individuals, such as victims of crimes or those reporting incidents and ask them to give us their opinions of the service we are providing to the public. We use the information collected to improve our service wherever we can. Cambridgeshire Constabulary, like many forces use a private company to undertake such surveys on our behalf with strict controls to protect the personal data of those involved.

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4. Where do we obtain personal information from?

In order to carry out the purposes described under section 1 above Cambridgeshire Constabulary may obtain personal information from a wide variety of sources; including the following:

- Other law enforcement agencies;
- HM revenue & Customs;
- International law enforcement agencies and bodies;
- Licensing authorities;
- Legal representatives;
- Prosecuting authorities;
- Defence solicitors;
- Courts;
- Prisons;
- Security companies;
- Partner agencies involved in crime & disorder strategies;
- Private sector organisations working with the police on anti-crime strategies;
- Voluntary sector organisations;
- Approved organisations and people working with the police;
- Independent Police Complaints Commission;
- Her Majesty's Inspectorate of Constabulary;
- Auditors;
- Police Authority;
- Central Government and governmental agencies and departments;
- Emergency services;
- Individuals themselves;
- Relatives, guardians or other people associated with the individual;
- Current, past or prospective persons associated with the individual;
- Healthcare, social and welfare advisors or practitioners;
- Education, training establishments and examining bodies;
- Business associates and other professional bodies;
- Local government;
- Voluntary and charitable organisations;
- Ombudsmen and regulatory bodies;
- The media;
- Data Processors working on behalf of Cambridgeshire Constabulary.

Cambridgeshire Constabulary may also obtain personal information from other sources such as its own CCTV systems or correspondence.

5. How do we handle personal information?

In order to achieve the purposes described under section 1 Cambridgeshire Constabulary will handle personal information in accordance with the DPA. In particular we will ensure that personal information is handled fairly and lawfully with appropriate justification. We will strive to ensure that any personal information used by us or on our behalf is of the highest quality in terms of accuracy, relevance, adequacy and non-excessiveness, is kept as up-to-date as required, is protected appropriately and is reviewed, retained and securely destroyed when no longer required. We will also respect individuals' rights under the DPA (see section 8 below).

6. How do we ensure the security of personal information?

Cambridgeshire Constabulary takes the security of all personal information under our control very seriously. We will comply with the relevant parts of the DPA relating to security and seek to comply with the Association of Chief Police Offices' Community Security Policy and relevant parts of the ISO27001 Information Security Standard.

We will ensure that appropriate policy, training, technical and procedural measures are in place, including audits and inspection, to protect our manual and electronic information systems from data loss and misuse and only permit access to them when there is a legitimate reason to do so and then under strict guidance as to what use may be made of any personal information contained within them. These procedures are continuously managed to ensure up to date security.

7. Who do we disclose personal information to?

In order to carry out the purposes described under section 1 above Cambridgeshire Constabulary may disclose personal information to a wide variety of recipients in any part of the world, including those from whom personal information is obtained (as listed above). This may include disclosures to other law enforcement agencies, partner agencies working on crime reduction initiatives, partners in the criminal justice arena, victim support and to bodies or individuals working on our behalf such as IT contractors or survey organisations. We may also disclose to other bodies or individuals where necessary to prevent harm to individuals.

Disclosure of personal information will be made on a case by case basis using the personal information appropriate to a specific purpose and circumstances and with necessary controls in place.

Some bodies or individuals to which we may disclose personal information are situated outside of the European Union – some of which do not have laws that protect data protection rights as extensively as in the United Kingdom. If we do transfer personal information to such territories we will take proper steps to ensure that it is adequately protected as required by the Act.

Cambridgeshire Constabulary will also disclose personal information to other bodies or individuals when required to do so by, or under, any act of legislation, by any rule of law and by court order. This may include disclosures to the Child Support Agency, the National Fraud Initiative, the Home Office and to the Courts.

Cambridgeshire Constabulary may also disclose personal information on a discretionary basis for the purpose of and in connection with any legal proceedings or for obtaining legal advice.

8. What are the rights of the individuals whose personal information is handled by Cambridgeshire Constabulary?

Individuals have various rights enshrined in the Act:

Subject Access

The most commonly exercised right is that used by individuals to obtain a copy, subject to exemptions, of their own personal information processed by Cambridgeshire Constabulary. Details of the application process, known as "Subject Access", can be found from the force website:

www.cambs.police.uk

From there go to:

About us

Data Protection.

To obtain a form then go to:

Send me a form

Download application.

Alternatively contact the Information Access Office of Cambridgeshire Constabulary.

Right to prevent processing likely to cause damage or distress.

Under section 10 of the Act an individual is entitled, in limited circumstances, to write to Cambridgeshire Constabulary requiring that we do not handle their personal information in a manner that was causing or would be likely to cause unwarranted substantial damage or substantial distress to themselves or another person.

Requests under section 10 must:
describe the personal information involved;
describe the handling to which the individual objects;
state that the handling was causing or would be likely to cause substantial damage or substantial distress to him/her or another;
describe the damage or distress;
state the damage or distress was/would be unwarranted;
give reasons why the handling was causing/would cause such distress and was/would be unwarranted.

All requests of this nature should be sent in writing to the Cambridgeshire Constabulary Information Access Office. (See 11 below.) It is worth noting that the Act includes certain provisions which may mean in a particular case Cambridgeshire Constabulary can continue to handle the personal information as intended despite the objection.

Right to prevent processing for the purposes of Direct Marketing

Although Cambridgeshire Constabulary does not engage in direct marketing under section 11 of the Act and subject to certain exemptions an individual has the right to request in writing that Cambridgeshire Constabulary stops, within a reasonable time, or does not start, using their personal information for direct marketing purposes. This includes the communication by any means (eg mail, email, telephone, door-to-door canvassing) of any advertising or marketing material directed at particular individuals.

Any requests under section 11 should be sent to the Information Access Office of Cambridgeshire Constabulary. (See 11 below.)

Rights in relation to automated decision making.

Although Cambridgeshire Constabulary is most unlikely to carry out any automated decision making that does not involve some human element, under section 12 of the Act and subject to certain exemptions, an individual has the right to require that Cambridgeshire Constabulary ensures that no decision that would significantly affect them is taken by Cambridgeshire Constabulary or on its behalf purely using automated decision making software. The right has to be exercised in writing. If there is a human element involved in the decision making the right does not apply.

Any requests under section 11 should be sent to the Information Access Office of Cambridgeshire Constabulary. (See 11 below.)

Right to take action for compensation if the individual suffers damage by any contravention of the Act by data controllers.

Under section 13 of the Act any individual who believes they have suffered damage and/or distress as a result of any contravention of the requirements of the Act may be entitled to compensation from Cambridgeshire Constabulary where the force is unable to prove that it had taken such care as was reasonable in all the circumstances to comply with the relevant requirement. Any claims for compensation arising from this provision should be sent to the Information Access Office of Cambridgeshire Constabulary. (See 11 below.)

Right to take action to rectify, block, erase or destroy inaccurate data.

Under section 14 of the Act an individual has the right to seek a court order for the rectification, blocking, erasure or destruction of their inaccurate personal information handled by Cambridgeshire Constabulary. The right cannot be exercised directly to Cambridgeshire Constabulary.

Right to request the Information Commissioner to assess a data controller's processing.

Under section 42 of the Act any person can request the Information Commissioner to make an assessment if they believe that they are/have been adversely affected by the handling of personal

information by Cambridgeshire Constabulary. Such requests should be made direct to the Office of the Information Commissioner. (Contact details can be found below.)

Generally if individuals have concerns regarding the way their personal information is handled by Cambridgeshire Constabulary or the quality (accuracy, relevance, excessiveness, etc.) of their personal information they are encouraged to raise them with the Information Access Office of Cambridgeshire Constabulary. (See 11 below.)

The Information Commissioner is the independent regulator responsible for enforcing the Data Protection Act 1998 and can provide useful information about the Act and its requirements. The Office of the Information Commissioner may be contacted using the following:

Mail:

The information Commissioner's Office, Wycliffe House, Water Road, Wilmslow, Cheshire, SK9 5AF.

Telephone:

01625 545700

Website:

www.ico.gov.uk

9. How long does Cambridgeshire Constabulary retain personal information?

Cambridgeshire Constabulary keeps personal data as long as necessary for the particular purpose or purposes for which it is held. Personal information which is placed on the Police National Computer is retained in accordance with agreed national retention periods which may be subject to periodic change.

Other records containing personal information relating to intelligence, custody, crime, firearms, child abuse investigations and domestic violence will be retained in accordance with the Association of Chief Police Officers (ACPO) endorsed Guidance on the Management of Police Information (MOPI) as may be amended from time to time. This can be found on the Home Office website:

www.crimereduction.homeoffice.gov.uk/policing21.htm

10. Monitoring

Cambridgeshire Constabulary may monitor or record and retain telephone calls, text messages, emails and other electronic communications to and from the force in order to deter, prevent and detect inappropriate or criminal activity, to ensure security and to assist the purposes described under section 1 above. Cambridgeshire Constabulary does not place a pre-recorded "fair processing notice" on telephone lines that may receive emergency calls (including misdirected ones) because of associated risk of harm that may be caused through the delay in response to the call.

11. Contact us.

Any individual with concerns over the way Cambridgeshire Constabulary handles their personal information may contact the Information Access Office; details given below.

Address

Information Access Office, Cambridgeshire Constabulary HQ, Hinchingsbrooke Park, Huntingdon, Cambridgeshire, PE29 6NP.

Telephone:

03454564564

Facsimile:

01480428192

Email:

Dataprotection@cambs.pnn.police.uk

Website:

www.cambs.police.uk