

# Information Governance

Information Governance Team processes personal and special category personal data in order to –

- respond to requests made under access to information legislation including the Freedom of Information Act, Environmental Information Regulations and Data Protection Act subject access provisions;
- investigate complaints and concerns about the Council's handling of personal information, including requests for correction or deletion of personal data;
- investigate and take action on Information Security Incidents including data breaches that include personal data
- develop Information Governance policies, guidance and training for the Council and its partners;
- provide information governance advice and support to Council departments, including development of privacy impact assessments and data protection auditing
- oversee the Council's compliance with Local Government Transparency requirements, including the publication of the personal data of certain staff
- deliver traded Information Governance Services to local organisations
- respond to requests for disclosure-

The Information Governance Team also processes personal and special category personal data in order to respond to requests for disclosure -

- for the prevention or detection of crime
- for the apprehension or prosecution of offenders
- for the assessment or collection of a tax or duty
- where disclosure is required by law
- in connection with legal proceedings

We process information about members of the public, Hull City Council staff and professionals at other organisations. This includes the following types of personal data and special category data -

- names and contact information
- concerns or complaints, including allegations against Council employees
- any details within Council records or data systems which may have been affected by a data breach, are the subject of a data protection complaint or that are being considered for disclosure
- records of staff training and attainment
- any details processed on behalf of organisations who buy our Information Governance service

We receive information from -

- members of the public contacting us with enquiries or concerns;
- other Council departments;

- professionals at other organisations including the police, health and the Information Commissioner's Office;
- our partner organisations including Hull Culture & Leisure and Kingstown Works;
- organisations that buy professional services from us

We will keep your personal information safe and confidential but it may be shared where -

- it is required by law
- any person may be at risk of harm if the information is not shared
- the interests in favour of disclosure outweigh any privacy impacts on individuals
- it is necessary to for legitimate interests of another party, for example law enforcement purposes or in connection with legal proceedings

Freedom of Information Act requests and associated correspondence are retained for 2 years after completion.

Data Protection Act subject access requests and associated correspondence are retained for 5 years after completion.

Complaints or legal claims for breaches of the Data Protection Act or associated legislation are retained for 6 years after completion.

Details of Information Security Incidents and Investigations are retained for 3 years after resolution.

We can be contacted -

By Post

Hull City Council Information Governance Team

Room 10, The Guildhall,

Alfred Gelder Street, Hull

HU1 2AA

Telephone 01482 300300

Email [Information@hullcc.gov.uk](mailto:Information@hullcc.gov.uk)

If you would like to enquire about how your personal information is processed by us or wish to complain please contact –

Hull City Council

Data Protection Officer

Room 11

The Guildhall

HULL

HU1 2AA

You also have the right to complain to the regulator –

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

[Visit The Information Commissioner's Office website](#)