



Privacy Notice

Office of the Police and Crime Commissioner for Cleveland

Policy Owner	
Rachelle Kipling	Temporary Assistant Chief Executive

Version History		
Version No.	Version Date	Reviewer
V1.0	May 2018	
V2.0	October 2020	Hannah Smith
V3.0	September 2021	Rachelle Kipling
V4.0	October 2021	Rachelle Kipling
V5.0	February 2022	Hannah Smith/Rachelle Kipling
V6.0	July 2022	Rachelle Kipling

Revision record

Date	Nature of revision
September 2020	The notice was updated to reflect the different uses the OPCC has for personal data in more detail. Personnel and address changes made.
September 2021	Policy owner amended from Hannah Smith to Rachelle Kipling.
September 2021	The notice was updated to reflect the

	changes in relation to the PCCs role regarding complaints handling. Personnel changes made.
October 2021	The notice was updated to reflect evaluation work around the complaints handling process.
February 2022	The notice was updated to reflect the move from MailChimp to SendinBlue in distributing the PCC's monthly newsletter.
July 2022	The notice was updated to reflect the introduction of the Cleveland Online Policing App (COPA).

1. Introduction

The Office of the Police and Crime Commissioner (OPCC) for Cleveland is the data controller for any personal information the organisation holds about you. The OPCC respects your privacy and is committed to keeping your personal data safe at all times.

This Privacy Notice describes how and why the OPCC processes your data, who we share it with and the steps we take to ensure your information is kept safe. It also explains what rights you hold in regard to your personal information and what steps you should take should you have concerns about how we have handled your data.

Who are we?

The OPCC for Cleveland is an independent body, led by a directly-elected Police and Crime Commissioner (PCC). The Office supports the Police and Crime Commissioner with his responsibility for the totality of policing in the former county of Cleveland in the North of England.

The Police and Crime Commissioner is the 'Data Controller' and together with the Chief Executive and Monitoring Officer exercises overall responsibility for the lawful processing of all personal data processed by the Office of the Police and Crime Commissioner. He is advised and assisted by the 'Data Protection Officer' who provides professional support and guidance in relation to data protection law.

Our data protection number is ZA000699 which is renewed annually.

Police and Crime Commissioner

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Data Protection Officer

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2. Data Protection Principles

The OPCC will comply with data protection law and best practice guidance, which means your data will be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that have been clearly explained to you and not used in any way beyond those purposes.
- Relevant to the purposes you have been told about and only limited to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes you have been told about.
- Kept and destroyed securely, including the appropriate technical and security measures are in place to protect your data from loss, misuse, unauthorised access and disclosure.

3. The personal information we hold, how we collect it and the purposes for which we use it

Personal data, or personal information, means any information about an individual from which that person can be identified (e.g. name or email address) and information which could indirectly identify a person, potentially when combined with other information we hold about that person (e.g. gender or date of birth). It does not include data where the identity has been removed (anonymous data).

Personal data is held in order to assist the OPCC in carrying out its role in support of the Police and Crime Commissioner's core statutory functions as follows:

- Strategic planning;
- Holding the Chief Constable to account and having access to Force information in line with all enactments, including the Policing Protocol Order 2011

- Service recovering, logging and recording expressions of dissatisfaction (complaints and conduct) against Cleveland Police force, including handling of complaints against the Chief Constable and conducting statutory reviews of the outcome and handling of complaints and conduct investigations by Cleveland Police
- Appointment of OPCC statutory officers;
- Partnership working;
- Appointment, suspension and removal of the Chief Constable;
- Commissioning of services;
- Communication and engagement with the public and wider partners;
- Budgetary responsibilities.

The OPCC processes personal information for a variety of reasons depending upon the reason for the individual interacting with us/or the reason why we have collected their data. We have grouped the main reasons why we collect data into the categories below:

- Personal data elicited from general communications from members of the public, including expressions of dissatisfaction against Cleveland Police Force, the Chief Constable, the PCC and OPCC staff.
- Personal data from members of the public who wish to sign up to the Cleveland Online Policing App (COPA) to ask us a question, seek advice and support or tell us about something (i.e. 'raise a community concern').
- Personal data from members of the public wishing to submit questions to the Chief Constable as part of the PCC's scrutiny programme.
- Personal data obtained during the evaluation and award of PCC grants/or commissioned services.
- Personal data obtained from the police force and other partner organisations as a result of the OPCC's involvement in joint committees and partnership arrangements to meet the needs of local people.
- Personal data obtained as a result of handling subject access requests or requests for information under the Freedom of Information Act 2000.
- Personal data obtained when an individual signs up to receive the OPCC's newsletter or other email newsletters for which we receive data.
- Personal data obtained from journalists wishing to submit a media request;
- Personal data obtained when individuals who use our website.
- Personal data obtained when we take videos or photographs at events.
- Personal data obtained when we conduct public consultations or surveys.

- Recruitment of volunteers, OPCC staff and the Chief Constable of Cleveland Police.

For example, we process personal data for the following lawful purposes to;

- Help us support those who contact the OPCC, which is done by obtaining their explicit consent in order to improve the service we provide to the public (this may be done without explicit consent if necessary for example safeguarding concerns),
- Assist us in meeting our legal obligations as employers and in fulfilling statutory duties,
- To manage contracts with those who supply us with goods and services.
- To seek public perceptions on the services we deliver in order to continuously adapt and improve

General correspondence and handling complaints

What personal information do we hold?

If you contact the OPCC with a query or to express dissatisfaction (complaint) against Cleveland Police, the Chief Constable, the PCC or OPCC staff, you will be asked to provide the following information

- **Identity data:** name, gender, age, marital status, nationality;
- **Contact details data:** address, email address, telephone number;
- **Family data:** information about your family composition and dependents;
- **Special category data:** racial or ethnic origin, mental and physical health, details of injuries or medication/treatment received, political beliefs, religious beliefs, trade union affiliation, genetic data and data concerning sexual life or orientation.
- **Complaints processing data:** outcomes of initial complaint handling and service recovery, and formal decisions following statutory reviews of complaints previously investigated by the police.

How do we collect your personal information?

We will collect data from you when you correspond with us, whether by post, telephone, email, on social media, via an online form or otherwise. We will also collect data from you when you express dissatisfaction against Cleveland Police whether by post, telephone, email, on social media, via an online form or otherwise.

For what purposes do we use your personal data?

We will use your information to respond to your query or to investigate your expression of dissatisfaction (complaint). We will keep an internal record of your information for monitoring purposes.

Periodically, we may contact you to ask you to participate in surveys that ask for your views on the complaints service that you received.

What is the legal basis for our use of your personal information?

The OPCC is a public authority and has certain powers and responsibilities. The lawful basis on which we will process your personal data is in the exercise of our official authority and/or in performance of a task in the public interest. We rely on this basis when processing your personal information after receiving general correspondence and/or complaints against OPCC staff.

In relation to processing complaints against the Chief Constable, our specific legal duty can be found in the Police Reform & Social Responsibility Act 2011 and the Police Reform Act 2002.

In relation to processing complaints against the PCC, the Chief Executive and Monitoring Officer is not delegated by the Police and Crime Panel to undertake the initial handling of complaints made against the PCC which relate to conduct and/or are serious complaints of a criminal nature, but the Chief Executive may hold and process personal data if a complaint is made which needs to be transferred to the Police and Crime Panel who deal with such matters. The specific legal duty can be found in the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2020.

On what basis do we use special category data?

The OPCC may sometimes process data about you which is sensitive, known as special category data (as detailed above). Special category data requires higher levels of protection and we have to have a further justification for collecting, storing and using this type of personal data.

We will only process this type of data during the course of our investigation of your query or complaint on the basis that either:

- You have provided your explicit written consent; or
- It necessary for reasons of substantial public interest; or
- It is necessary for the establishment, exercise or defence of legal claims; or
- The information has been made public by you; or
- It is necessary to protect your vital interests; or
- It is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.

We may need to approach you for written consent to allow processing of certain sensitive personal data. In these circumstances, you will be provided with full details of the personal data that is required and why it is needed, to allow you to carefully consider whether you wish to consent.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

We will only share your personal data with third party organisations if it is necessary for the purpose of resolving your query/complaint and we will seek your consent before we do so.

We may share your data with police or Independent Office for Police Complaints if we believe there was a legal obligation for us to do so, or if we had a legitimate belief that there was a safeguarding concern.

How do we keep your personal information safe?

The Office of the Police and Crime Commissioner takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Cleveland Online Policing App (COPA)

What personal information do we hold?

The Cleveland Online Policing App will be available to download on the app / play store for both Android and IOS mobile devices. If you wish to use, the mobile device will need to register as an app user, with a minimum amount of personal data. This includes:

- **Identity data:** name, location data
- **Contact details data:** postcode, email address, mobile phone number;
- **Special category data:** Information in relation to protected characteristics can be entered if the user wishes.

How we do collect your personal information?

We will collect data from you when you sign up/register to COPA via the app / play store.

For what purposes do we use your personal data?

COPA creates an additional communication channel between members of the public, Cleveland OPCC and Cleveland Police.

If you have signed up to COPA, your personal data is held to enable the OPCC to respond to any communications submitted through the app. This includes;

- Asking questions
- Community concerns
- Complaints / commendations

On occasions the app may direct you to other organisations webpages. After this point any additional information submitted will be the responsibility of that organisation and sit under their own published privacy notices.

What is the legal basis for our use of your personal information?

The legal basis we rely on for processing your personal data is public task, under article 6(1)(e) of the GDPR.

You have the right to withdraw consent for processing at any time.

To withdraw your consent, the app user can delete their account at any time if they no longer wish to use it. In addition, there will be a function for an administrator to remove a user account if requested. This can be requested by emailing pcc.office@cleveland.police.uk. Once we have received notification that you have withdrawn your consent, we will delete your personal details from the app.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our cloud database and is accessed by our staff and delivery partner (for the purpose of maintaining the app/database), when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

Personal information will be shared with Cleveland Police if it relates to an incident, crime (although this is not the primary purpose of the app) or intelligence. Personal information would include name, email address and mobile telephone number to enable any follow up as required.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

The hosting environment meets ISO27001 standard for information security. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and delivery partner are only accessible by those holding appropriate identification and vetting.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Submitting questions to the PCC's scrutiny process

What personal information do we hold?

If you contact the OPCC to submit a question to include in the PCC's scrutiny programme, you may provide the following:

- **Identity data:** name, gender, age, marital status, nationality;
- **Contact details data:** address, email address, telephone number;

How we do collect your personal information?

We will collect data from you when you correspond with us, whether by post, telephone, email, on social media, via an online form or otherwise.

For what purposes do we use your personal data?

We will use your information to put questions directly to senior police leadership and seek answers on your behalf. We will keep an internal record of your information for monitoring purposes.

What is the legal basis for our use of your personal information?

The OPCC is a public authority and has certain powers and responsibilities. The lawful basis on which we will process your personal data is in the exercise of our official authority and/or in performance of a task in the public interest. We rely on this basis when processing your personal information after receiving a question to be raised in scrutiny meetings.

In relation to holding the Chief Constable to account for delivering an efficient and effective police service, our specific legal duty can be found in the Police Reform & Social Responsibility Act 2011 and the Police Reform Act 2002.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

Your question will be anonymised before being put to senior police leaders within Cleveland Police. Should we need to share your personal details with them, we would seek your consent.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Grants and commissioned services

What personal information do we hold?

If you (or your organisation) apply for a grant or to enter into a contract with the OPCC, we may collect some personal data about the individuals who work or volunteer at the applicable organisation. The information we typically collect is:

- **Identity data:** name, gender, age, marital status, nationality;
- **Contact details data:** address, email address, telephone number;
- **Financial details:** bank account details.

How we do collect your personal information?

We will collect data from you when you supply us with the relevant documentation via email or post.

For what purposes do we use your personal data?

We use your personal information for the purpose of evaluating and awarding PCC grants and/or commissioned services. We will keep a record of this information internally for monitoring purposes and details about the funding award will be published on our website.

What is the legal basis for our use of your personal information?

The OPCC is a public authority and has certain powers and responsibilities. The lawful basis on which we will process your personal data is in the exercise of our official authority and/or in performance of a task in the public interest. Our public duty can be found in the Police Reform & Social Responsibility Act 2011 (Section 9) which allows us to award crime and disorder reduction grants.

In respect of awarding contracts and commissioning services, our legal basis for processing your personal data will be on the basis that it is necessary for the performance of a contract or to take steps to enter into a contract.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

We will not share your information with any third party. Please note your organisation's details will be published in a decision record form on the PCC's website, if successful.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Joint committees and partnerships

What personal information do we hold?

The PCC and OPCC staff attend various meetings and information sharing forums with organisations in the public, private and community/voluntary/charity sector as part of our public duties to:

- Secure an efficient and effective police force;
- Bring together community safety and criminal justice partners;
- Ensure local organisations are taking a joined up approach to local priorities.

At these meetings, data is obtained from the police force and other third parties.

The list below gives some examples of the types of forums and meetings that the OPCC attend (please note this list is not exhaustive):

- Briefings from the police force on major incidents of note
- Information provided during police station visits
- Meetings with the Chief Constable attended by the PCC and other office staff
- Tees Rural Crime Forum, chaired by the PCC
- Meetings of the Cleveland and Durham Local Criminal Justice Partnership

On occasion at these meetings, we may obtain personal information about victims, offenders and their family members. The data we hold may include:

- **Identity data:** name, gender, age, marital status, nationality;
- **Contact details data:** address, email address, telephone number;
- **Family data:** information about family composition and dependents;
- **Special category data:** racial or ethnic origin, mental and physical health, details of injuries or medication/treatment received, political beliefs, religious beliefs, trade union affiliation, genetic data and data concerning sexual life or orientation;
- **Criminal offence data:** details of criminal convictions, arrests and cautions.

How we do collect your personal information?

The information will be collected in documented minutes of meetings, in meeting papers, briefing notes and telephone call records, either sent to us via email or obtained in paper copies at meetings.

For what purposes do we use your personal data?

The purpose of our attendance at such meetings is generally to:

- Secure an efficient and effective police force;
- Bring together community safety and criminal justice partners;
- Ensure local organisations are taking a joined up approach to local priorities
- Hold the Chief Constable to account.

What is the legal basis for our use of your personal information?

The OPCC is a public authority and has certain powers and responsibilities. The lawful basis on which we will process your personal data is in the exercise of our official authority and/or in performance of a task in the public interest. Our public duty for holding the Chief Constable to account can be found in the Police Reform & Social Responsibility Act 2011.

On what basis do we use special category data?

The OPCC may sometimes process data about you which is sensitive, known as special category data (as detailed above). Special category data requires higher levels of protection and we have to have a further justification for collecting, storing and using this type of personal data.

We will only process this type of data during the course of our involvement in joint committees and forums on the basis that:

- It necessary for reasons of substantial public interest; or
- It is necessary for the establishment, exercise or defence of legal claims; or
- The information has been made public by you; or
- It is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.

We may need to approach you for written consent to allow processing of certain sensitive personal data. In these circumstances, you will be provided with full details of the personal data that is required and why it is needed, to allow you to carefully consider whether you wish to consent.

On what basis do we use information about criminal convictions?

Information about criminal conviction requires higher levels of protection and we need to have a further justification for collecting, storing and using this type of personal data.

We will only process this type of data during the course of our involvement in joint committees and forums on the basis that:

- It is necessary for reasons of substantial public interest; or

- It is necessary for the establishment, exercise or defence of legal claims; or
- The information has been made public by the individual; or
- It is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The Office of the Police and Crime Commissioner is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

We will not share your information with any third party. Please note your organisation's details will be published in a decision record form on the PCC's website, if successful.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Information rights and Freedom of Information requests

What personal information do we hold?

If you (or your organisation) apply for a grant or to enter into a contract with the OPCC, we may collect some personal data about the individuals who work or volunteer at the applicable organisation. The information we typically collect is:

- **Identity data:** name, gender, age, marital status, nationality;
- **Contact details data:** address, email address, telephone number;
- **Financial details:** bank account details.

How we do collect your personal information?

We will collect data from you when you supply us with the relevant documentation via email or post.

For what purposes do we use your personal data?

We use your personal information for the purpose of evaluating and awarding PCC grants and/or commissioned services. We will keep a record of this information internally for monitoring purposes and details about the funding award will be published on our website.

What is the legal basis for our use of your personal information?

The OPCC is a public authority and has certain powers and responsibilities. The lawful basis on which we will process your personal data is in the exercise of our official authority and/or in performance of a task in the public interest. Our public duty can be found in the Police Reform & Social Responsibility Act 2011 (Section 9) which allows us to award crime and disorder reduction grants.

In respect of awarding contracts and commissioning services, our legal basis for processing your personal data will be on the basis that it is necessary for the performance of a contract or to take steps to enter into a contract.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

We will not share your information with any third party. Please note your organisation's details will be published in a decision record form on the PCC's website, if successful.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Subscribing to the OPCC monthly e-newsletter

What personal information do we hold?

If you sign up to receive our monthly newsletter we will collect the following information about you:

- **Identity data:** name (optional)
- **Contact details data:** email address

How we do collect your personal information?

We will collect data from you from a sign-up form on our website. Users who complete the form are emailed a link to complete the sign-up as part of a two-step verification process, to ensure that they understand that they are subscribing to our email newsletter and to prevent malicious use.

For what purposes do we use your personal data?

If you have signed up to receive our newsletter, your personal data is held to enable the OPCC to send the newsletter to you.

What is the legal basis for our use of your personal information?

The legal basis that we rely on to process your personal data is consent.

You have the right to withdraw your consent for processing at any time. To withdraw your consent, click the unsubscribe link in the footer of each email newsletter or contact us at pcc@cleveland.pnn.police.uk. Once we have received notification that you have withdrawn your consent, we will delete your email address from our mailing list.

How do we handle your personal information? Who do we share your personal information with?

We use digital marketing platform SendinBlue to distribute our email newsletter, to which the OPCC has signed up to standard contractual terms.

By subscribing to receive the Commissioner's monthly email update you acknowledge that the information you provide will be transferred to SendinBlue for processing in accordance with its **Privacy Notice** and **General Conditions**. All of SendinBlue's servers are located within Europe and therefore are bound by the EU's **GDPR regulations**.

Other than SendinBlue, we will not share your information with any third party.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

By subscribing to receive the Commissioner's monthly email update you acknowledge that the information you provide will be transferred to SendinBlue for processing in accordance with its **Security** measures.

How long will you keep my personal information?

If you have signed up to receive our newsletter, we will retain your data until:

- i. You request that we delete your data or remove you from our mailing list; or
- ii. SendinBlue data indicates that you have not open an email from us for six months; or
- iii. The email you originally provided is no longer valid, meaning newsletters sent to it bounce back.

Submitting a media request

What personal information do we hold?

We receive enquiries from the media on current affairs, the work of the Commissioner as well as local, regional and national policing, criminal justice and community safety matters. We also publicise the work of the Commissioner through the issuing of press releases and other publications.

To respond to media enquiries we need enough information to reply effectively, this may include:

- **Identity data:** name, the organisation they represent;
- **Contact details data:** email address, telephone number;

How we do collect your personal information?

We will collect data when the media representative contacts the OPCC, usually by telephone or email. We will only collect the necessary information in order to provide a response or to add them to a press release distribution list.

For what purposes do we use your personal data?

We need to record which media representatives we have spoken to, what information was asked for and what information, if any, was provided. We may not be able to answer your query immediately and require details to contact you at a later stage with our response.

We'll only use your personal information to respond to you and our correspondence with you will be recorded.

At your request, we will also use your personal information to send you our press releases.

What is the legal basis for our use of your personal information?

The legal basis we rely on for processing your personal data is public task, under article 6(1)(e) of the GDPR.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

To assist us in preparing a response to your enquiry, it may be necessary for us to liaise with the police or other partner organisations in order to establish facts or information. We will tell you if this is the case.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held. Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

You can however, ask us to stop sending you press releases at any time and we will update our records immediately to reflect your wishes.

Accessing the OPCC website

What personal information do we hold?

When you visit www.cleveland.pcc.police.uk, we may automatically collect technical data about your equipment, browsing actions and patterns from your computer when you interact with our website (for example, internet protocol (IP) addresses, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other information on the devices you use to access our website.

If we do collect other personal data through our website, you will be notified.

How we do collect your personal information?

There are two main ways in which we collect your information:-

- **Analytics** - When you visit www.cleveland.pcc.police.uk, we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out such things as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone.
- **Cookies** - You can read more about how we use cookies on our Cookies page. The third-party cookies used on our website are used mainly for understanding how the website performs, how you interact with our website and all in all providing you with a better and improved user experience in future. We do not use cookies for advertising purposes, or pass user data to any other organisation or website. Users are presented with an explicit opt-in action when they visit the site to enable non-necessary cookies.

For what purposes do we use your personal data?

The purpose for implementing all of the above is to maintain and monitor the performance of our website, uphold network security and to constantly look to improve the site.

What is the legal basis for our use of your personal information?

The legal basis we rely on to process your personal data is article 6(1)(f) of the GDPR, which allows us to process personal data when it is necessary for the purposes of our legitimate interests (in this case, the running of our website, provision of administration and IT services and network security).

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

We will only share your information with our website host, Mixd, who provide support.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

The OPCC keeps your personal information as long as is necessary for the particular purposes for which it is held.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Photographs and filming

What personal information do we hold?

Photographs/and or video recordings of you (together referred to as 'images') will constitute personal data if you can be identified from the photograph and/or recording.

When we take images of you, we will ask you to complete a form to record your consent for using them for marketing and publicity purposes, or on occasions, for another stated reason.

If you provide your consent, we will hold your images, along with the information provided in the consent form. The information collected on the form may include:

- **Identity data:** name, age;
- **Contact details data:** email address, telephone number.

We will seek parental consent for images collected of children under the age of 16 years old.

How we do collect your personal information?

Your personal information may be collected in images taken at events you attend and through the consent form that we will ask you to complete.

For what purposes do we use your personal data?

Your name and age will be collected via a consent form to formally record your consent and to confirm that you are over 16 years-old. We may collect your email address or telephone number to seek further consent should we wish to use any images of you for a purpose other than that set out in the consent form.

We will only use your images for the specific purposes detailed in the consent form. Should we wish at a future date to use the images in a different way to those you have consented to, we will contact you using the details you have provided to seek your permission.

We will not use your images in a different way if we do not hold contact details for you to enable us to obtain consent.

What is the legal basis for our use of your personal information?

The legal basis that we rely on to process your personal data is consent.

You have the right to withdraw your consent for processing at any time. To withdraw your consent, please contact us at pcc@cleveland.pnn.police.uk. Once we have received notification that you have withdrawn your consent, we will delete any images of you and not include such images in any future publications or materials.

We may be unable to remove your images from publications already in circulation but we will notify you if this is the case.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

The OPCC will not share your images with third parties, save for those covered by the consent form. Third parties may however receive/access your images by viewing the publication they were used in.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

We generally retain your images for no longer than four years from the date the photograph or recording was taken. However, if your image has been used in a publication or is published online, it may remain in circulation or accessible online indefinitely.

Taking part in consultations or surveys

What personal information do we hold?

The information we collect when you respond to our consultations or surveys will vary depending on the consultation, but in all cases it will be limited only to information which is necessary to understand the specific subject area being consulted upon and/or for demographic monitoring purposes.

We will publish a summary of consultation responses, but this will not contain any personal data.

How we do collect your personal information?

Most of our public consultations are conducted through web-based surveys, although paper-based versions can be made available for those who need them. Where paper surveys are completed, responses will be transferred by the OPCC into an electronic format for analysis.

Some consultation may be conducted in focus groups, over the telephone or face-to-face. Where this is the case, we will be clear on what personal data will be collected and how it will be handled.

For what purposes do we use your personal data?

The role of the PCC is designed to be the link between the public and the policing service which is delivered on their behalf. PCCs are elected by the public to hold Chief Constables and the Force to account, effectively making the police answerable to the communities they serve. A key role for PCCs is therefore representing and engaging with local communities to help ascertain and deliver their policing priorities.

The PCC has a clear duty to consult with local communities as set out in several pieces of legislation:

- **Obtaining the views of local people on policing** - The Police Act 1996 sets out a statutory duty to 'consult with those in that policing area, about the policing of that area.' The Policing and Crime Act 2009 and Community Engagement and Membership Regulations 2010 adds the requirement to 'have regard to the views of people in the authority's area about policing in that area.'
- **Police and Crime Plan** - The PCC produces a Police and Crime Plan covering their term of office that sets out the priorities for local policing for the whole force area, and how they are going to be addressed. This document sets out the PCC's objectives for policing and reducing crime and disorder in the area, how policing resources will be allocated, agreements for funding and performance reporting requirements. The Police Reform and Social Responsibility Act states that before the Police and Crime Plan is issued the PCC must make arrangements for obtaining the views of people in that police area on that plan.
- **Budget Proposals** - The Police Reform and Social Responsibility Act states that the PCC must make arrangements for obtaining the views of the people in that

police area, and the relevant ratepayers' representatives, on their proposals for expenditure in that financial year.

- **Obtaining the Views of Victims of Crime** - The Police Reform and Social Responsibility Act states that the PCC must make arrangements for obtaining the views of victims of crime in that area about matters concerning the policing of the area, and the views of the victims of crime in that area, on the Police and Crime Plan
- **Equality and Diversity** - As a public sector body the PCC has to meet the requirements of the Equality Act 2010 which brings together all previous equality legislation and includes a new public sector equality duty. The Equality Act refers to nine different protected characteristics - Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation. While there is no explicit legal requirement under the Act to engage with people with different protected characteristics, the Act does require public authorities to have due regard to the need to eliminate conduct prohibited by the Act, including discrimination, harassment and victimisation, and to undertake Equality Impact Assessments to consider the likely impact of work on different groups of people.
- **Human Rights** - As a public sector body the PCC has to meet the requirements of the Convention rights set out in the Human Rights Act, including but not limited to Article 8, respect for private and family life and Article 9, freedom of thought, belief and religion.

We collect demographic information in order to understand how effective our consultations are at reaching the widest group of people, such as geographic location, ethnic grouping, age range and gender. Provision of this information is always optional and is not required in order to complete the consultation.

What is the legal basis for our use of your personal information?

The legal basis we rely on to process your personal data is article 6(1)(e) of the GDPR, which allows us to process personal data when this is necessary to perform our public tasks.

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

We use Smart Survey to conduct our online consultations. By completing an online consultation, you acknowledge that the information you provide will be transferred to Smart Survey for processing in accordance with its [Privacy Policy](#) and Data Processing Agreement (standard contractual terms).

We also sometimes contract third parties to consult on our behalf or jointly with partner organisations. When this is the case, we will make this clear at the outset, stating who that third party is and informing you of any related privacy notices, terms or conditions which will apply.

We have contracts in place with Smart Survey and any other company we contract with to conduct surveys on our behalf, to ensure that your data is protected in accordance with the law when we share your data with them.

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

Personal information provided when responding to consultations will be retained until the statistical analysis of the responses is complete. It will then be deleted.

Summaries of the responses may be published and remain available indefinitely or as per statutory requirements, but these will not contain personal information.

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

Recruitment of volunteers, OPCC staff and the Chief Constable of Cleveland Police

What personal information do we hold?

If you apply for a job or volunteering opportunity with us we will ask you to complete an application on the Cleveland Police careers portal, which includes an equal opportunities monitoring form. We may also conduct more informal application processes or expressions of interest, which may involve submitting a short personal statement.

The following information may be collected:

- **Identity data:** name;
- **Contact details data:** address, email address, telephone number;
- **Medical data:** sickness absence, disabilities, or reasonable adjustments required;
- **Equal opportunities data:** racial or ethnic origin, mental and physical health, political beliefs, religious beliefs, trade union affiliation, genetic data and data concerning your sexual life/orientation. *(This information is not required and will not affect your application. The information will not be made available to anyone outside of the recruitment team in a way that will identify you. Any information provided will be used to produce and monitor equal opportunities statistics.)*
- **Criminal offence data:** details of criminal convictions, arrests and cautions.

If your application is successful and you receive a conditional offer, it is a requirement that all staff are police vetted. The police vetting form has a separate Privacy Notice setting out how your personal data will be processed.

How we do collect your personal information?

We collect your information in an application form on the Cleveland Police careers portal or in any personal statement provided via email to the OPCC.

For what purposes do we use your personal data?

Our purpose for processing this information is to assess your suitability for a role you have applied for.

What is the legal basis for our use of your personal information?

If you are applying for a job with the OPCC (excluding the Chief Constable role), the legal basis we rely on for processing your personal data is that it is necessary to perform a contract or to take steps at your request before entering a contract.

If you are applying for a volunteering opportunity with the OPCC, the legal basis we rely on for processing your personal data is legitimate interests.

If you are applying for the role of Chief Constable, the legal basis on which we process the above information is in the exercise of our official authority and/or in performance of a task in the public interest. The PCC's specific duty can be found within the Police Reform and Social Responsibility Act 2011.

On what basis do we use special category data?

The OPCC may sometimes process data about you which is sensitive, known as special category data.

Special category data requires higher levels of protection and we have to have a further justification for collecting, storing and using this type of personal data.

The legal basis we rely on to process any information you provide as part of your application which is special category data, such as health, religious or ethnic information is article 9(2)(b) of the GDPR, which also relates to our obligations in employment and the safeguarding of your fundamental rights and article 9(2)(h) for assessing your work capacity as an employee.

Schedule 1 part 1(1) and (2)(a) and (b) of the DPA 2018 also which relates to processing for employment, the assessment of your working capacity and preventative or occupational medicine.

On what basis do we use information about criminal convictions?

Information about criminal conviction requires higher levels of protection and we need to have a further justification for collecting, storing and using this type of personal data.

We will only process this type of data during the course of evaluating your application on the basis that should an offer of employment be made, successful police vetting will be required to gain access to police information, equipment, infrastructure and people assets.

The legal basis we rely on to process any information about your criminal convictions obtained when you apply for a job is Schedule 1 part 1 (1) of the DPA 2018 which relates to processing for employment purposes and the assessment of your working capacity

How do we handle your personal information?

We handle your personal information according to Part 2 of the UK Data Protection Act 2018, which applies the EU's General Data Protection Regulation (GDPR) standards for the processing of data considered to be 'general data'.

Your personal data is held securely on our computer systems or in our physical files and is accessed by our staff, partners, contractors and volunteers when required to do so for a lawful purpose.

The OPCC is committed to ensuring that the personal and sensitive information it holds about individuals is accurate, up to date, used only for the purpose intended and securely protected from inappropriate access.

We will regularly review your personal information and assess whether it is lawful for us to continue to retain it. When your information is no longer required for any purpose listed in this notice or there is no longer a lawful purpose for processing it, we will securely destroy it.

We have a commitment to ensuring that you can find out about your personal information, be given access to it and have the right to challenge its accuracy.

Who do we share your personal information with?

We may share your personal information with the following parties:

- Cleveland Police HR team (as the OPCC uses the services of the HR team for processing applications).
- Cleveland Police Vetting Unit (for processing the police vetting form).

In relation to the appointment of the Chief Constable and senior OPCC post holders, we may also share your personal information with the following parties:

- Home Secretary (Chief Constable only).
- Cleveland Police and Crime Panel (as they have a statutory role in relation to the review of senior appointments).
- College of Policing (if we use their services to aid the recruitment process).
- Independent interview panel members (as notified to you in advance).

How do we keep your personal information safe?

The OPCC takes the security of your personal information very seriously.

We use a variety of security measures, including encryption and access controls, to help protect the security, integrity and availability of your information. We work hard to maintain physical, electronic and procedural safeguards to protect your information in line with the Act.

Areas where we store personal information are restricted to our staff and partner agency staff and are only accessible by those holding appropriate identification.

How long will you keep my personal information?

Records containing personal information will be managed in accordance with the OPCC's Retention Schedule.

5. Your Information Rights

What are my information rights?

Individuals' rights are one of the most important changes of the new Data Protection Act. The law makes some changes to existing rights by extending or clarifying them, as well as introducing new rights.

Your information rights under GDPR are:

Right to be Informed

The OPCC must describe how we obtain, use and store your information and who we may share it with.

We have developed this Privacy Notice to explain how we will use your personal information and tell you what your rights are under the new legislation.

Right of Access

Commonly known as subject access, this right gives you access to your personal data and any supplementary information. There are some restrictions on this right.

Right to Rectification

You have the right to have inaccurate personal data rectified, or completed if it is incomplete.

Right to Erasure

This right is also known as 'the right to be forgotten'. You are entitled to request the deletion or removal of your personal data where it is no longer a lawful basis to continuing processing it.

Right to Restrict Processing

You have the right to 'block' or suppress the processing of your personal data. When processing is restricted, we are permitted to store your personal data, but not use it.

Right to Data Portability

The right to data portability allows you to obtain and reuse your personal data for your own purposes across different services.

Right to Object

This right gives you the right to object to the processing of your personal data. This effectively allows you to ask organisations to stop processing your personal data.

You have the absolute right to object to the processing of your personal data if it is for direct marketing purposes.

You can also object if the processing is for:

- A task carried out in the public interest or based on legitimate interests;
- The exercise of official authority vested in the organisation; or

- Scientific or historical research, or statistical purposes.

Rights Relating to Automated Decision Making

Automated individual decision-making is a decision made by automated means without any human involvement.

You have the right to object to profiling in certain circumstances.

Should you wish to learn more about your information rights or how to make an Information Rights Request please follow the below links:

[Information Rights](#)

[Make an Information Rights Request](#)

6. Making a complaint about the handling of your personal data

Contact the OPCC Data Protection Officer

If you have a concern about how your personal data has been collected, stored, shared or handled by the OPCC, you can contact our Data Protection Officer on the details below:

Data Protection Officer

Rachelle Kipling – Temporary Assistant Chief Executive

Tel: 01642 301208

Email: rachelle.kipling@cleveland.police.uk

Postal:

c/o St Marks House,
St Marks Court
Thornaby,
Stockton-On-Tees,
TS17 6QW

How to make a complaint to the Information Commissioner

The Information Commissioner's Office (ICO) is the UK's independent body set up to uphold information rights and ensure organisations are complying with data protection legislation. You have the right to lodge a complaint with them if you have concern about how we have used your personal information.

ICO Helpline: 0303 123 1113

ICO Address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to the our Privacy Notice

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 18 February 2022.