



IPSWICH
BOROUGH COUNCIL

Privacy Notice – Shopmobility

Introduction	<p>Shopmobility has provided this privacy notice to help members of the scheme understand how we collect, use and protect your information whilst we provide you with a hire of mobility equipment service.</p> <p>The document below will describe how we may collect and process your personal information.</p> <p>The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the UK Data Protection Act 2018 (DPA2018).</p> <p>For information on how we process and protect your personal information please view our Privacy Notice, which can be found at https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>The Data Protection Officer for Ipswich Borough Council is Siobhan Martin, Head of Internal Audit, and can be contacted at dataprotection@ipswich.gov.uk</p>
Definitions	<p>Personal Data means any information related to an identified or identifiable natural (living) person ('data subject') i.e. a person that can be directly or indirectly identified by reference to a name, ID reference, number, email address, location data, or physical, physiological, genetic, mental, economic, cultural or societal identifier.</p> <p>Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data, health, sex life or sexual orientation. Records of criminal personal data must also be treated in a similar way.</p> <p>Data Controller determines the purposes and means of processing personal data.</p> <p>Data Processor is responsible for any operation which is performed on personal data on behalf of the controller e.g. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.</p> <p>Third Party is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.</p>
Who we are:	<p>Shopmobility offers a membership scheme that enables members to hire of mobility equipment in order to enable access to shops, the town centre etc.</p>



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	<p>The Council is the 'data controller' for the information which is collated and processed. This means we are responsible for deciding how we can use your information. If you want more information regarding the services delivered, please go to our website, https://www.ipswich.gov.uk/.</p> <p>The Council regards lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.</p> <p>Shopmobility is a discretionary service offered by Ipswich Borough Council.</p> <p>Your personal data is being processed under Article 6, 6c: Contract and 6f: Legitimate Interests. Where we collect and use special category data, the lawful bases are explicit consent and legal claims & judicial acts.</p> <p>There is a requirement to collect certain personal data for the purposes of insurance and our insurer requires us to do this.</p>
How the law protects you:	<p>UK GDPR and the DPA 2018 say that we are allowed to use personal information only if we have a proper reason to do so. More information on how the law protects you can be found at https://www.ipswich.gov.uk/.</p>
Our responsibilities	<p>UK GDPR and the DPA 2018 provide us with our main responsibilities for processing personal data.</p> <p>All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we process your personal information, we do so in compliance with the UK GDPR and DPA2018.</p> <p>For further information on our responsibilities, please see https://www.ipswich.gov.uk/content/privacy-policy.</p>
Your rights:	<p>The UK GDPR and DPA2018 provide you with the following rights:</p> <ol style="list-style-type: none"> 1. The right to be informed 2. The right of access 3. The right to rectification 4. The right to erasure 5. The right to restrict processing 6. The right to data portability 7. The right to object 8. Rights in relation to automated decision making 9. The right to withdraw consent 10. The right to complain



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	<p>Requests in relation to your rights with regards to the personal data we hold should be made verbally or in writing to the Data Protection Officer.</p> <p>For further information on your rights, please see https://www.ipswich.gov.uk/content/privacy-policy.</p>
Your responsibilities	<p>You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.</p>
When do we collect information about you?	<p>We collect information about you when you complete the membership form.</p>
What information do we maintain?	<p>We will only collect and use the minimum information needed.</p> <p>The information about you which we will maintain may include:</p> <ul style="list-style-type: none">• Name• Address• Date of birth• Contact details• Medical information including weight, nature of disability• Signature
How do we use your information?	<p>We will use your information to:</p> <ul style="list-style-type: none">• Ensure safe hiring of equipment• Obtain insurance• Contact in the event of an emergency <p>We will not use your personal data for other purposes other than for what it was collated unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).</p> <p>Automated processing/profiling:</p> <p>Shopmobility does not use your personal data in any automated decision-making or profiling activities</p>
How long do we keep your information?	<p>We will hold your personal information in line with the Council's Retention Policy as follows:</p> <ul style="list-style-type: none">• Membership application forms: held on a database whilst a member of the scheme and deleted when membership ceases or expires (3 years from date of joining or 1 month for temporary members)• Membership register: held locally at centres, information held whilst a member and deleted when membership ceases



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	<ul style="list-style-type: none">• Training checklist: held whilst a member of the scheme and deleted when membership ceases <p>You have the right to request that your personal information is deleted at any time, however whether this is possible will depend on the reasons why the data is processed. The Council will consider your request and comply where possible. If it is not possible, we will explain the reasons to you.</p>
Transferring your information overseas	Currently, we do not transfer any personal information outside of the United Kingdom.
Data sharing	We will share your personal information with: <ul style="list-style-type: none">• Our insurers in the event of a claim
National Fraud Initiative NFI	We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see , which can be found at https://www.ipswich.gov.uk/content/privacy-policy..