Highway Licences Privacy Notice

Who we are:

Commissioning:
Communities Section, Commissioning and Strategy, Royal Borough of Windsor and Maidenhead Town Hall, Maidenhead, SL6 1RF

The lawful basis for processing the information:

Main Primary legislation
Highways Act 1980

Secondary legislation
Town and Country Planning (Control of Advertisements) Regulation 1989

How do we collect information from you:

Personal data is provided by the customer either by post, telephone, in person or electronically by email or by completing our online forms on the Council’s website. Information may also be provided to us from Royal Borough of Windsor and Maidenhead Customer Service Centre.

What type of information is collected from you:

Name, address, contact details, bank details (where cheques are used) and nature of enquiry, for example applications for licenses.

How we use the information you have provided:

The information is collected to enable customer enquiries to be resolved (such as further information required) and to process applications for highway licences.

Who has access to the information about you:

Members of the Commissioning: Communities section have access to this information, along with authorised used of the JADU Customer Relationship Management system.
Who we may share your information with:

Depending on the nature of the enquiry information may be shared with the following:

Royal Borough Internal departments
Commissioning: Communities section
Conservation team
Financial Control (for processing cheques)
Town Centre Managers
Ward Councillors

External companies

Royal Borough Fire and Rescue Service
Thames Valley Police

How long we store your information:

Permanent retention

Does your service utilise automated decision making? – No.