

## **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 users 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.**