

Traffic and Road Safety 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

Control of Pollution Act 1974
Highways Act 1980
Road Traffic Act 1988
New Roads and Street Works Act 1991
Road Traffic Reduction Act 1997
Road Traffic Reduction (National Targets) Act 1998
Road Traffic Act 2000
The Transport Act 2000
Railways and Transport Safety Act 2003
Traffic Management Act 2004

Secondary Legislation

Traffic Signs Regulations and general Directions 1994 and 2002

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 and Thames Valley Police.

What type of information is collected from you:

Name, address, contact details and nature of enquiry, for example what issue has been reported and details of what has been discussed.

How we use the information you have provided:

The information is collected to enable customer enquiries to be resolved (such as further information required) for to enable them to be processed and for highway projects, enforcement and prosecution purposes if required.

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 and Confirm asset management database.

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

Planning Enforcement

Arboriculture team

Risk and Insurance team

Shared Legal Services

External companies

Volker Highways

Project Centre

How long we store your information:

Permanent retention

Does your service utilise automated decision making? – No.