How we use you information
(Black Country Coroners Service – Full Privacy Notice)

Introduction

We are updating our Privacy Notice to reflect changes we have made as part of our ongoing commitment to be transparent about how we use you data and keep it safe. We have included changes to address and new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR). This will be updated in line with any new recommendations by the UK regulator, the Information Commissioner (ICO), the new Data Protection Act has become law in 2018.

Our privacy notices set out how we, Black Country Coroners Service, collect, store and handle your personal information and what your information rights are. Personal information may be collected on a paper or online form, by telephone, email or by a member of our staff, or one of our partners.

Who we are

We are responsible for managing the information we hold and we recognise that this information is important to you. We take our responsibilities seriously and use personal information fairly, correctly and safely in line with the legal requirements set out by the GDPR. Anyone who receives information from us is also under a legal duty to do the same.

Where we need to share sensitive or confidential information, we will do so with your consent or where we are legally required or able to do so.

What personal information do we hold

When deciding what personal information to collect, use and hold, we are committed to making sure that we will:

- only collect, hold and use personal information where it is necessary and fair to do so
- keep your personal information secure and safe
- securely dispose of any personal information when it is no longer needed
be open with you about how we use your information and who we share it with; and

Adopt and maintain high standards in handling any personal information

**We may hold the following types of information about you:**

- details about you including full name, date of birth, and contact details (for example phone number, address, and email address)
- details about any contact with you
- information relevant to the delivery of the Coroners Service

**Why we collect information about you**

We will use your personal information for a limited number of purposes and always in line with our responsibilities, where there is a legal basis, and in line with your rights under the GDPR.

In general, we process your information in order to:

- contact and communicate with you
- meet various legal requirements and statutory obligations, specifically the Coroners and Justice Act 2009
- where it is permitted under the GDPR (for example to comply with legal obligations or for us to seek legal advice or undertake legal proceedings)

We may not be able to provide you with a service if we do not have enough information and, in some instances, your consent to use that information.

We aim to keep your information accurate and up to date. You can help us to do this at any time by letting us know if any of the information you have given us changes, such as your address.

**How the law allows us to use your personal information (legal basis)**

There are a number of legal reasons why we need to collect and use your personal information.

Generally we collect and use personal information where:

- you, or your legal representative, have given consent
● it is necessary to perform our statutory duties or in the exercise of our official authority
● it is required by law
● it is necessary for a task in the public interest

Where we process information that is considered to be more sensitive and requires more protection, we also meet one of the special category personal data conditions:

● you, or your legal representative, have given consent
● you have made your information publicly available
● it is necessary for legal cases
● it is necessary to protect public health
● it is necessary for archiving, research, or statistical purposes

If we have your consent to use your personal information, you have the right to remove it at any time. If you want to withdraw you consent, please contact the Senior Coroner (secure_coroners@sandwell.gcsx.gov.uk or sandwell_coroners@sandwell.gov.uk) so we can deal with your request.

Ways we collect your information from you

**Face to Face:**
We may keep a record of your visit to us to assist us in the delivery of the services that we provide to you. Any such records that include personal information will be kept securely.

**Emails**
If you email us we may keep a record of your contact, your email address and the email for our record keeping of the transaction. For security reasons we will not include any confidential information about you in any email we sent to you unless you agree to this.

**Other Websites**
This privacy notice applies only to Black Country Coroners Service website maintained by us. On our webpage you will find links to other internal websites which we have provided for your information and convenience. We are not responsible for the content of these internal websites and recommend that when you visit other websites you take time to read their privacy notices

**How long we will keep your information**
We will not keep your information longer than is needed. In some instances the law sets the length of time information has to be kept. We may keep our data longer if we need to retain it for legal, regulatory, or evidential or best practice reasons. We will dispose of all records in a secure way, whether they are on paper or electronic. Our
records are kept in perpetuity and are sent to the Archives Service after 15 years in our own records storage.

Who we may share your information with

We may disclose personal information to a third party, but only where it is required by law, where it is otherwise allowed under the GDPR, or where we have obtained your consent to do so.

We may disclose information when necessary to prevent risk of harm to an individual

Your personal information may be shared with external partners and agencies involved in providing services for us.

The Council may also provide personal information to third parties, but only where it is necessary, either to comply with the law or where permitted under the GDPR. In some of these arrangements, we may become joint controllers with the other organisation(s). Examples of third parties who we may share your information with include (but are not limited to):

- Health organisations
- Interested persons as laid out in the Coroners and Justice Act 2008
- Police
- Local Authorities
- Regulatory bodies such as the Care Quality Commission

The Council will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or misuse of personal information.

At no time will your information be passed to organisations external to Black Country Coroners Service for marketing or sales purposes or for any commercial use without your prior expressed consent.

How we protect your information

Our aim to not to be intrusive, and we won’t ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to make sure it can’t be seen, accessed or disclosed to anyone who shouldn’t see it.

We provide training to staff that handle personal information and treat it as a disciplinary matter if they misuse to do not look after personal information properly.

We will investigate data incidents where we have found that your personal information may have, or had been, disclosed inappropriately and attempt to recover
any data. We will report incidents to the ICO that pose a risk to your rights and freedoms if these risks are high we will also inform you unless it would present a risk to you.

Your information rights

Under GDPR you can request the Service takes action to fulfil your rights. We will seek to comply with your request wherever possible. However action may be restricted or refused in certain circumstances, for example where we are required to hold, retain, or process personal data to comply with a legal obligation or as a public task and the Service may not be able to comply with some requests received.

You have the right to:

- be informed about what we do with your data
- access to the information we hold about you
- request rectification of any information about you that is incorrect
  
  Simple inaccuracies, such as address changes will be made, however, depending on the purpose for processing, some records, including statements and opinions may not be changed, but there will be the option for you to provide a supplementary statement which will be added to the file
- request records we hold about you are erased or “forgotten”
- restrict processing of your personal information if you have an objection to that processing, whilst your objection is investigated
- object to processing of your personal information
- safeguards in relation to automated decision making and profiling

Contact Us

Black Country Coroners Service
Address: Black Country Coroners Court, Jack Judge House, Halesowen Street, Oldbury, B69 2AJ
Telephone: 0121 569 7200
Emails: secure_coroners@sandwell.gcsx.gov.uk or sandwell_coroners@sandwell.gov.uk

To exercise any of your rights under the General Date Protection Regulation (GDPR) please contact DP_Officer@sandwell.gov.uk
How to complain

If you wish to complain about your privacy or rights please contact the service in the first instance.

You have the right to complain to the supervisory authority, the Information Commissioner’s Office (ICO). The ICO is an independent body set up to uphold information rights in the UK. They can also provide advice and guidance and can be contacted:

Online through their website: www.ico.org.uk

Address: Information Commissioner’s Office, Wycliffe House, Water Lane, WILMSLOW, Cheshire SK9 5AF.
Telephone 0303 123 1113

Equalities information
This notice can be made available in a different format i.e. large print, audio or a language other than English. If you would like to know more then please contact us.

Further information

If you require further information about the GDPR is available on the Information Commissioner’s Website: www.ico.org.uk

Changes to this privacy notice

We keep our privacy notice under regular review and we will place any updates on Black Country Coroner’s webpage.