

## Privacy Notice – report a problem

Hampshire County Council collects information about you for in order to process your request for service.

We will use the information to process your request and for administration and statistical purposes.

There is no legal obligation to provide personal information when you report a problem on the Hampshire road network although providing these details will allow us to contact you if we need additional information to locate the problem.

Where necessary this information will be used for the performance of a task carried out in the public interest in the exercise of official authority vested in the County Council.

We may share your information with third party processors, such as our contractors and their legal advisers.

If your enquiry is not about a service Hampshire County Council provides, we may be required to transfer this to the correct 3<sup>rd</sup> party.

Your records will be held by us for a specified length of time, depending on the type of record and type of service we provide to you. Some of these time periods are specified by law. However, where there is no relevant legislation, the times given are agreed by the County Council's Records Management Service.

You have some legal rights in respect of the personal information we collect from you. Please see our website [Data Protection](#) page for further details

You can contact the County Council's Data Protection Officer at [data.protection@hants.gov.uk](mailto:data.protection@hants.gov.uk)

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>