

## **Privacy Notice for Highway Records**

### **Who we are:**

Commissioning:  
Communities Section  
Commissioning and Strategy

Royal Borough of Windsor and Maidenhead  
Town Hall  
St Ives Road  
Maidenhead  
SL6 1RF

### **The lawful basis for processing the information:**

Main Primary legislation  
Highways Act 1980

### **How 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 the Land Charges section.

### **What type of information is collected:**

Name, address, contact details, bank details (where cheques are used) and nature of enquiry, for example enquiries about highway extent/status.

### **How we use the information you have provided:**

The information is collected to enable customer enquiries to be resolved.

### **Who has access to the information about you:**

Members of the Commissioning: Communities section have access to your 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:

**Internal departments**

Commissioning : Communities section  
Financial Control (for processing cheques)

**External companies**

Project Centre  
The Urban Building  
3-9 Albert Street  
Slough  
SL1 2BE

**How long we store your information:**

Records are stored permanently.

**Does your service utilise automated decision making? – No.**