

Highway Projects 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
Environmental Protection Act 1990
Town and Country Planning Act 1990
New Roads and Street Works Act 1991
Traffic Management Act 2004

How do we collect information:

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:

Name, address, contact details and nature of enquiry.

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 highway project purposes.

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

Conservation team

Planning

Arboriculture team

Risk and Insurance team

Councillors

External companies

Volker Highways

Project Centre

AA Lighting

How long we store your information

Permanent retention

Does your service utilise automated decision making? – No.