

Introduction

This policy is to ensure that NY Highways (NYH) complies with the requirements of the UK General Data Protection Regulation, The Data Protection Act 2018, Environmental Information Regulations 2004 (EIR) and Freedom of Information Act 2000 (FOIA), associated guidance and Codes of Practice issued under the legislation.

Scope

The Information Policy applies to information in all forms including, but not limited to:

- Hard copy or documents printed or written on paper;
- Information or data stored electronically, including scanned images;
- Communications sent by post/courier or using electronic means such as email, fax or electronic file transfer;
- Information or data stored on or transferred to removable media such as tape, CD, DVD, USB storage device or memory card;
- Information stored on portable computing devices including mobile phones, tablets, cameras and laptops;
- Speech, voice recordings and verbal communications, including voicemail;
- Published web content, for example intranet and internet;
- Photographs and other digital images.

This policy is NYH main information governance policy and it addresses:

- Data Protection (including rights and complaints)
- Information Asset Management

Information security, acceptable use of systems, and security incident reporting will be addressed in separate policies.

Data Protection

Personal data will be processed in accordance with the requirements of UK GDPR and in compliance with the data protection principles specified in the legislation.

NYH has notified the Information Commissioner's Office that it is a Data Controller and has appointed a Data Protection Officer (DPO). Details of the DPO can be found here:

Data Protection Officer
Veritau Ltd
County Hall
Racecourse Lane
Northallerton
DL7 8AL

Information.Governance@veritau.co.uk
01904 552848



Please ensure you include "NY Highways" in all correspondence.

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The DPO is a statutory position and will operate in an advisory capacity. Duties will include:

- Acting as the point of contact for the Information Commissioner’s Office (ICO) and data subjects;
- Facilitating a periodic review of the corporate information asset register and information governance policies;
- Assisting with the reporting and investigation of information security breaches;
- Providing advice on all aspects of data protection as required, including information requests, information sharing and Data Protection Impact Assessments; and
- Reporting to NYH Board/SLT on the above matters.

Information Asset Register

The DPO will advise NYH in developing and maintaining an Information Asset Register (IAR). The register will include the following information for each asset:

- An individual information asset identification number;
- The owner of that asset;
- Description and purpose of the asset;
- Whether there is a privacy notice published for that asset;
- Format and location of the asset;
- Which officers (job titles/teams) have routine access to the information;
- Whether there are any data sharing agreements relating to the information and the name of that agreement,
- Conditions of data processing;
- Details of any third parties contracted to process the information;
- Retention period for the asset

The IAR will be reviewed annually by NYH (SIRO) who will inform the DPO of any significant changes to their information assets as soon as possible.

Information Asset Owners

An Information Asset Owner (IAO) is the individual responsible for an information asset, understands the value of that information and the potential risks associated with it. NYH will ensure that IAO’s are appointed based on sufficient seniority and level of responsibility.

IAO’s are responsible for the security and maintenance of their information assets. This includes ensuring that other members of staff are using the information safely and responsibly. The role also includes determining the retention period for the asset, and when destroyed, ensuring this is done so securely.

Training

NYH will ensure that appropriate guidance and training is given to the relevant staff, on access to information procedures, records management and data breach procedures. Individuals will also be made aware and given training in relation to information security including using email and the internet. NYH will ensure that any third party contractors have adequately trained their staff in information governance by carrying out the appropriate due diligence.

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Privacy notices

NYH will provide a privacy notice to data subjects each time it obtains personal information from or about that data subject.

A privacy notice for employees will be provided at commencement of their employment with NYH. Further privacy notices will be made available where necessary.

Information sharing

In order for NYH to effectively fulfil their role it will sometimes be necessary to share information with third parties. Routine and regular information sharing arrangements will be documented in our main privacy notice (as above). Any ad hoc sharing of information will be done in compliance with our legislative requirements.

Data Protection Impact Assessments (DPIAs)

NYH will conduct a data protection impact assessment for all new projects involving high risk data processing as defined by UK GDPR. This assessment will consider the privacy risks and implications of new projects as well as providing solutions to the identified risks. The DPO will be consulted at the start of a project and will advise whether a DPIA is required. If it is agreed that a DPIA will be necessary, then the DPO will assist with the completion of the assessment, providing relevant advice.

Retention periods

Retention periods will be determined by any legal requirement, best practice or national guidance, and lastly the organisational necessity to retain the information. In addition IAOs will take into account the Limitation Act 1980, which provides timescales within which action may be taken for breaches of the law, when determining retention periods.

Destruction of records

Retention periods for records are recorded in NYH IAR. When a record reaches the end of its retention period the IAO will arrange for the records, both electronic and paper to be destroyed securely. Provisions to destroy paper information securely include cross cutting shredders and confidential waste bins, most secure shredder companies provide a certificate of destruction.

Advice in regards to the secure destruction of electronic media will be sought from relevant IT support.

A record should be retained of all files destroyed including, where relevant:

- File reference number,
- Description of file,
- Date of disposal,
- Method of disposal,
- Officer who destroyed record

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Third party Data Processors

All third party contractors who process data on behalf of NYH must be able to provide assurances that they have adequate data protection controls in place to ensure that the data they process is afforded the appropriate safeguards. Where personal data is being processed, there will be a written contract in place with the necessary data protection clauses contained.

Relevant senior leadership may insist that any data processing by a third party ceases immediately if it believes that that third party has not got adequate data protection safeguards in place. If any data processing is going to take place outside of the EEA then the Data Protection Officer must be consulted prior to any contracts being agreed.

Access to information

Requests for information under the Freedom of Information Act 2000 and Environmental Information Regulations 2004

Requests under this legislation should be made to Information.governance@nyhighways.co.uk and forwarded to the Single Point of Contact (SPOC).

The senior leadership team are responsible for:

- Deciding whether the requested information is held;
- Locating, retrieving or extracting the information;
- Considering whether any exemption might apply, and the balance of the public interest test;
- Preparing the material for disclosure and drafting the response;
- Seeking any necessary approval for the response; and
- Sending the response to the requester

FOIA requests should be made in writing. Please note that we will only consider requests which provide a valid name and address and we will not consider requests which ask us to click on electronic links. EIR requests can be made verbally, however we will endeavour to follow this up in writing with the requestor to ensure accuracy.

Each request received will be acknowledged within 5 days. The designated person will consider all requests where a public interest test is applied or where there is any doubt on whether an exemption should be applied. In applying the public interest test they will:

- Document clearly the benefits of both disclosing or withholding the requested information; and
- Where necessary seek guidance from previous case law in deciding where the balance lies
- Consult the DPO

Reasons for disclosing or not disclosing will be reported to the senior leadership team.

We will charge for supplying information at our discretion, in line with current regulations. If a charge applies, written notice will be given to the applicant and payment must be received before the information is supplied.

We will adhere to the required FOI/EIR timescales, and requests will be answered within 20 working days.

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Requests for information under UK GDPR- Subject Access Requests

We must be satisfied as to your identity and may have to ask for additional information such as:

- Valid Photo ID (driver's licence, passport etc);
- Proof of Address (Utility bill, council tax letter etc);
- Any further information for NYH to be satisfied of the applicant's identity.

Once NYH is satisfied of the requestor's identity and has sufficient information on which to respond to the request will it be considered valid. We will then respond to your request within the statutory timescale of One Calendar Month.

NYH can apply a discretionary extension of up a further Two Calendar Months to comply with the request if the requested information would take a considerable amount of time to collate, redact, and prepare for disclosure due to the complexity of the records. If we wish to apply an extension we will firstly seek guidance from our DPO, then inform the applicant of the extension within the first calendar month of receiving the request. This extension period will be kept to a minimum and will not be used as a way of managing workloads. In very limited cases we may also refuse a request outright as 'manifestly unfounded' or 'manifestly excessive'.

Should we think any exemptions are necessary to apply we will seek guidance from our DPO to discuss their application.

Data Subject rights

As well as a right of access to information, data subjects have a series of other rights prescribed by UK GDPR including:

- Right to rectification
- Right to erasure
- Right to restrict processing
- Rights in relation automated decision making and profiling

All requests exercising these rights must be forwarded to the Single Point of Contact (SPOC) who will acknowledge the request and respond within One Calendar Month. Advice regarding such requests will be sought from our DPO.

A record of decisions made in respect of the request will be retained, recording details of the request, whether any information has been changed, and the reasoning for the decision made.

Complaints

Complaints in relation to FOI/EIR and Subject Access will be handled through our existing procedures. Any individual who wishes to make a complaint about the way we have handled their personal data should contact the DPO on the address provided.

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Copyright

NYH will take reasonable steps to inform enquirers if any third party might have a copyright or intellectual property interest in information provided in response to their requests. However it will be the enquirer's responsibility to ensure that any information provided by NYH is not re-used in a way which infringes those interests, whether or not any such warning has been given.

General

The Single Point of Contact (SPOC) will be responsible for evaluating and updating this policy with review from the Senior Leadership Team.

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