

## Privacy Notice – PSTN Switch off Programme

### Who we are

London Borough of Havering (LBH) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBH ('the Council'). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to **Public Switched Telephone Network (PSTN) switch off programme**. It provides additional information that specifically relates to this particular service, and should be read together with our [general privacy notice](#), which provides more detail.

### What data do we process

We process your landline telephone number.

### Why we process your data

We process your data so that we can ensure you are treated with the appropriate care and attention by communication providers during the PSTN switchover and move from analogue to digital.

### The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is: Article 6 (1)(c) Legal Obligation

The legal gateway is Section 1 & 2 Care Act 2014.

### Who we will share your data with

We will only share your data with communication providers for the purposes of identifying your number as belonging to a vulnerable resident.

### How long we will keep your data

We will keep your data safe and secure in line with our retention Schedule. After this time, it will be securely destroyed.

### How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

### Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your individual rights at or at [www.havering.gov.uk/privacy](http://www.havering.gov.uk/privacy) or <https://ico.org.uk/your-data-matters/> If you have any queries or concerns relating to data protection matters, please email: [dpo@havering.gov.uk](mailto:dpo@havering.gov.uk)