

## HIGHWAYS AGENCY

### INFORMATION CHARTER

The Highways Agency is an Executive Agency of the Department for Transport (DfT), and is responsible for operating, maintaining and improving the strategic road network in England on behalf of the Secretary of State for Transport.

In the course of our business it is sometimes necessary for us to collect personal data in order to carry out our business effectively. For example:

- We collect the names and addresses of property owners affected by road schemes so that we can make compensation payments where necessary
- We hold mailing lists of people who have asked to receive leaflets of travel information
- We collect the details of people who have suffered damage from the strategic road network and people who have caused damage to the network
- We use CCTV to monitor traffic and enable us to identify traffic flow problems. The footage we routinely capture is from a distance far enough to prevent people or vehicles to be identified, but it is sometimes necessary 'zoom in' in order to get a better view of an incident. When this happens people and vehicles are sometimes identifiable.
- We use Automatic Number Plate Recognition (ANPR) cameras to monitor traffic movement on the network and to measure journey times. This process is entirely automatic and the vehicle registration numbers are not visible to us.

We know how important it is to protect your privacy and to comply with the Data Protection Act. If we need your personal information we will:

- let you know why we need it
- only obtain what we need, and not collect excessive or irrelevant information
- make sure nobody has access to it who shouldn't
- let you know if we share it with other organisations to give you better public services, and whether you can say no
- only keep it for as long as we need to
- not make it available for commercial use without your permission

If you provide us with information we ask that you help us to keep it reliable and up-to-date by:

- giving us accurate information
- telling us as soon as possible of any changes, i.e. change of address

## How to find out what personal information we hold about you

You can find out if we hold any personal information about you by making a “subject access request” under the Data Protection Act (DPA). If we do hold information about you we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to
- and let you have a copy of the information in an intelligible form.

To help us give you the information you want, we need you to tell us who you have been dealing with and why you believe we hold that information. The DPA allows us to charge £10 for responding to a subject access request. It is not currently our policy to charge for subject access requests.

## When we share information

We are committed to providing the best and most efficient service to our customers. We may share personal information within our organisation, with contractors acting on our behalf or with other bodies where it would be consistent with the purposes for which we collected it. We also share information where we are required or permitted to do so by law.

The information we share is only done under strict agreements, for example we only share information with the Police under a memorandum of understanding with the Association of Chief Police Officers (ACPO).

There are some cases where we can pass on your information without telling you, for example to prevent and detect crime or to produce anonymised statistics. In all cases - whether data is shared internally or externally - we will act in accordance with the DPA and other relevant legislation.

The table below shows who we currently share information with and why:

Information	Shared with	Purpose
Automatic Number Plate Recognition (ANPR) data from traffic management cameras	Contractors	To manage day to day activities on behalf of Highways Agency, monitoring traffic movement on network.
	Police	For criminal investigations. For anti-terrorism.
	VOSA	To prosecute road traffic offences.
CCTV snapshots of traffic movements	Contractors	To manage day to day activities on behalf of Highways Agency, monitoring traffic movement on network.
	VOSA	To prosecute road traffic offences.

Name and address of owners of property affected by road schemes	Local authorities, Valuation Office, Solicitors, Estate Agents, Agency appointed consultants, tenants	To enable compensation payments to be made.
Planning application information	Developers, their agents, Agency appointed consultants, local highway authority	To enable input into district council decision about planning applications.

### The training and guidance we give to our staff

The Highways Agency employs an experienced Data Protection Officer to ensure that all our activities comply with the Data Protection Act 1998. We provide general awareness training to all our staff, and those in positions with formal responsibility for information handling will receive specific training.

### How to make a complaint

If you are unhappy with the way we have handled your personal information and wish to make a complaint, please write to the [Data Protection Officer](#). We will acknowledge your complaint within 5 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should receive a full response.