

Privacy policy – Reporting an issues or concern on the highway or with assets maintained by the council

Shropshire council provides a website and app to make it easier for residents to report, view and update issues or concerns on the highway or with assets that are maintained by the council.

When you make a report to the council using the new website or app, you can choose to make your personal details public or hidden so your details will not appear on the report.

If you make a report another way, including via the council's website, email address, social media, phone or email, the council will log the report on our online website and app to allow you and the wider public to view or comment on the report.

The council will publish details of the issue or concern with a place or asset, for example if you are reporting a pothole, streetlight defect, fly tip or one of over a hundred service categories available on the council fault reporting website or app. In some cases, the council may choose not to make a report viewable by the wider public if the report is of a sensitive nature or may identify an individual. The council will never include your personal information when you make a report.

Who runs this service?

The site for reporting an issues or concern on the highway or with assets <https://improvingyourroads.shropshire.gov.uk> is a service provided to Shropshire Council by [SocietyWorks Ltd](#), a limited company (05798215). SocietyWorks is a trading subsidiary of mySociety, a registered charity in England and Wales (1076346), who also run the national fixmystreet.com website with which <https://shropshire.fixmystreet.com> is linked. Henceforth this privacy policy will refer to mySociety.

Reports made on <https://shropshire.fixmystreet.com> also appear on fixmystreet.com, and vice versa.

These reports and the associated user data are stored in a single database which is hosted by mySociety. They are accessible to mySociety and Shropshire Council administrators.

What information we collect and how we use it

When you make a report

You may have provided us with personal information including:

- Your name

- Contact details

This information, together with details of the issue, are routed directly to the contact or contacts responsible for fixing it, based on two pieces of data: the issue category, and its location.

If the issue is the responsibility of Shropshire Council, your report comes into our system. But <https://shropshire.fixmystreet.com> also has the ability to route your report to a different authority if they are the ones responsible for it. This might be a different council, or a body such as TfL or Highways England.

If the report falls within our boundaries, **your report appears publicly on both <https://shropshire.fixmystreet.com> and on fixmystreet.com**, in some cases even if it has been sent to another authority. It may additionally appear on that other authority's website, if they also use FixMyStreet as their reporting software.

Information that you enter in the email address and phone number fields **are not published**, and your name is **only published if you have checked the box opting to do so**.

FixMyStreet provides RSS/JSON feeds, accessible from both fixmystreet.com and <https://shropshire.fixmystreet.com>, which allow anyone to publish reports on their own website or page. Typically these feeds consist of reports made within a specific local area, and are published on community or local interest sites.

Note that anything you include in the body of your report will be published in one or all of the places listed above, so **please take care to keep personal information such as your contact details to the correct fields**.

mySociety **stores your personal details**, along with your password where used (passwords are stored in a format that is unreadable to anyone — including mySociety staff — known as a hash) and any reports or updates you make, in our own database.

These are accessible only to mySociety's administrators for the purposes of maintaining and administering Fix My Street, who adhere to strict data-handling policies, and to Shropshire Council staff, who abide by their own data-handling and security policies.

Your data will also be collected and processed when

- **you add an update**
When you add an update to a report, this is recorded along with the initial report and your user data.
- **you subscribe to an alert by email**
mySociety collects your email address, which they store with the details of whichever alert/s you have subscribed to.
- **you contact the support team**
Your message will be accessible to Shropshire Council's support staff, who adhere to our data-handling and security policies. If your issue is about the

use or functions of FixMyStreet, it may be passed to mySociety's support staff (including personal details, such as name and email address, in order to help resolve issues), whose privacy policy [can be seen here](#).

Your personal information is never shared, or used for purposes other than those listed above, unless we are obliged to by law.

Research

mySociety sometimes use report data, or share it with trusted third parties, for research. This data is completely anonymised and contains **no identifying details** such as names, email addresses or the content of reports. mySociety's Research Data Release policy may be seen [on request to them](#).

What to expect

- When we respond to your report, if you have provided us with an email address, in most cases **our reply will go directly to your email inbox**. Responses and updates are also published on the report's public webpage.
- You'll receive an email **if someone leaves an update** on a report you've made.
- Shropshire Council and/or mySociety will only ever send you emails in relation to your reports or use of the site <https://shropshire.fixmystreet.com>. Your personal details will not be used for any other purpose.

Subscribing to alerts

If you subscribe to an alert, you'll receive an automated email every time someone makes a report within the area you specify. The frequency of these emails will depend on how large your chosen area is and how many reports are made within it, but you won't get more than one an hour. If you've opted to follow a report, you'll receive an email each time an update is made, which could be a change in status made by our team, a comment made by another member of the public, or an update from the person who made the report originally.

Unsubscribing

Every alert email we send contains an unsubscribe link at the bottom for you to stop receiving that alert.

Legal basis for processing

In using FixMyStreet for any of the functions listed above (sending a report, leaving an update, email alerts or site registration), your data is processed by both Shropshire Council and mySociety.

Shropshire Council is the data controller and mySociety is a data processor.

Your data is processed by Shropshire Council under the legal basis

Article 6(1)(e) of the GDPR 2016 – the processing is necessary for the performance of a task carried out in the public interest.

Article 6(1)(b) – performance of a contract with the data subject as it is necessary to provide the service to the individual and fix the issue.

Shropshire Council asserts that the processing of users' personal information is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law. Our obligation to keep highways in good order and to keep public areas safe and functional are set in law.

mySociety also runs a service called FixMyStreet. If you report a problem that Shropshire Council is responsible for directly on FixMyStreet, rather than <https://shropshire.fixmystreet.com>, mySociety will share your report (and personal details if provided) with us.

This sharing is in accordance with the FixMyStreet [terms of service](#) and their [privacy statement](#). When Shropshire Council receives this information we will hold it as explained on this page.

Retention periods and your right to removal

Reports and updates

Except in exceptional circumstances, reports or updates made through <https://shropshire.fixmystreet.com> or FixMyStreet are not deleted. Historic reports provide an invaluable resource for researchers into the quantity and type of street problems made across the UK during the years the site <https://shropshire.fixmystreet.com> has been running. This research can help inform civic planners, developers, coders, historians and social scientists, among others.

Therefore, **if you ask for a report to be removed, in most cases you will instead be invited to anonymise it**, so that there is no public connection between the content and your name. You can anonymise reports singly, or in bulk, by logging in to your account on either <https://shropshire.fixmystreet.com> or on fixmystreet.com and clicking on the “Hide your name” link beside the time and date of your report. From here you may anonymise this report or all reports you have made.

If you do not already have an account, it is simple to register, and once you have done so you will have access to all the reports you have made under that email address.

Changes you make to your reports will apply immediately on <https://shropshire.fixmystreet.com>, on fixmystreet.com and will also be reflected, sometimes with a delay, anywhere else they appear (see “What information we collect and how we use it”, above, for more details about where reports are published). If you do not see the changes, please ‘hard refresh’ your browser by pressing the Ctrl and F5 keys simultaneously.

Search engines such as Google often take a little time to reflect changes to content, but anonymising your report should also remove your name from their search results once the pages have been recrawled by their robots.

Your personal information

As well as your report or update appearing on <https://shropshire.fixmystreet.com> and the FixMyStreet website, your details, including name and email address, are stored in FixMyStreet’s admin system.

If you submit a report but do not click on the confirmation email, your report will not be sent or published; however, the report and your details remain in our system and are accessible to site administrators.

Personal details will automatically be removed from the database after two years of inactivity of the associated account. Please [contact us](#) if you would like your details to be removed from our admin database sooner than that.

Your right to object

The General Data Protection Regulation gives you the right to object to our processing of your personal information and to ask us to stop processing it. However, it also gives us the right to continue to process it if we can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms. To exercise your right to object, you can [contact us](#), giving specific reasons why you are objecting to the processing of your personal data. These reasons should be based upon your situation.

Your right to access

You may [contact us](#) at any time to ask to see what personal data we hold about you.

Your right to complain

If you believe that we have mishandled your data, you have the right to lodge a complaint with the Information Commissioner's Office. [You can report a concern here](#) (but do contact us first, so that we can try and help).

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies

To make our service easier or more useful, we sometimes place small data files on your computer or mobile phone, known as cookies; many websites do this. We use this information to, for example, remember you have logged in so you don't need to do that on every page, or to measure how people use the website so we can improve it and make sure it works properly. Below, we list the cookies and services that <https://shropshire.fixmystreet.com> can use.

Name	Typical Content	Expires
fixmystreet_app_session	A random unique identifier	When browser is closed

View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance,
Legal and Democratic Services
Shropshire Council,

Shirehall,
Abbey Foregate,
Shrewsbury,
SY2 6ND

By phone: 01743 252774

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

By phone: 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk