



(AI) Artificial Intelligence Privacy Notice

This notice, in conjunction with Wokingham Borough Councils privacy statements, explains how we collect, use and protect personal data specifically with regards to our general use of Artificial Intelligence systems. You can view our other privacy notices which contain more information on how we collect, use and protect personal data generally as well as your rights as a data subject.

Who are we?

Information Technology (IT)
Wokingham Borough Council,
Shute End
Wokingham,
Berkshire,
RG40 1BN

What is the lawful basis for processing the information?

The Council process your personal data for specific reasons when using AI systems. You will need to refer to the specific team/service and their privacy notice for more detailed information relating to AI processing within that service. The legal bases for processing by the council as a public authority will be:

- Article 6:
 - (a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes
 - (b) the data subject has a contractual service with us, which we require delivery of
 - (c) processing is necessary for compliance with a legal obligation to which the controller is subject;
 - (e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- Article 9 (Special Category Data):
 - (a) explicit consent has been given by the data subject
 - (f) to fulfil any legal claims or judicial acts that may be taking place
 - (g) reasons of substantial public interest (with a basis in law) – see below Schedule 1 list
 - (h) to be able to fulfil our duties for health or social care (with a basis in law)
 - (i) public health (with a basis in law) might be required if an event like Covid-19 were to happen.
- Schedule 1 of the Data Protection Act 2018 requirements;
 - 6. Statutory and government purposes
 - 8. Equality of opportunity or treatment
 - 16. Support for individuals with a particular disability or medical condition
 - 18. Safeguarding of children and individuals at risk (when not relying on consent)
 - 19. Safeguarding of economic well-being of certain individuals (when not relying on consent)

What type of information is collected from you and how do we use the information you have provided?

Our AI systems may process various types of personal data depending on the specific service being delivered. This may include:

- Personal identifiers (such as name, address, date of birth)
- Service-specific information relevant to the particular council function
- Usage data related to your interactions with our digital services

This information is used to:

- Improve the efficiency and effectiveness of council services
- Enhance customer experience when interacting with council services
- Identify patterns and trends to help with service planning
- Make assisted decisions within clearly defined parameters

How our AI systems work

Our AI systems are designed to process data in ways that:

- Enhance our capabilities but do not replace human decision-making
- Follow carefully evaluated parameters with transparent operation
- Include robust measures to actively identify and mitigate potential bias
- Maintain transparency in how they process information

We do not use AI systems for automated decision-making. All actions affecting individuals always involve human oversight, judgment, and responsibility. The Council require a Privacy Impact Assessment (PIA) to be completed wherever new technologies like AI are introduced if they could pose a high risk to Individuals rights and freedoms.

Our AI implementations are regularly tested, monitored, and validated to ensure they remain appropriate for their intended purpose, continue to serve the public good, and that staff are using them appropriately and for their intended purpose.

We carefully evaluate whether AI is the most appropriate solution for each use case, and we select specific AI tools and models that best match our requirements while upholding our ethical principles.

Who has access to the information about you?

Access to personal data processed by our AI systems is strictly controlled. Only authorised employees who need access to personal data to perform their duties will be granted access rights.

All personal data is stored securely using appropriate technical and organisational measures. Employees accessing this data must do so through the Council's secure access which is governed by specific privileges.

Who we may share your information with?

We may share personal data processed by our AI systems with:

- Other departments within the council where necessary
- Other public authorities where required by law
- Service providers who help us operate our AI systems (with appropriate data processing agreements and conditions in place)

All data sharing is conducted in compliance with data protection laws and the council's data sharing policies.

Your rights

When your data is processed by our AI systems, you retain all your rights under data protection law, including:

- The right to be informed about how your data is being used
- The right of access to your personal data
- The right to object to processing in certain circumstances
- The right not to be subject to a decision based solely on automated processing

- The right to request human intervention where decisions are made by automated means

Changes to this Privacy Notice

We will keep this privacy notice under regular review and we will publish the updated version on our website.