

Environmental Services Privacy Notice

Environmental Services

May 2020

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Version Control

Version	Description of version	Effective Date
1.0	Environmental Services Privacy Notice	4 th May 2020

Approvals

Approved by	Date
Matt Holford	4 th May 2020

This Privacy Notice will be kept under regular review to ensure that it is fit for purpose.

1.0 Who we are

South Derbyshire District Council is registered as a data controller with the Information Commissioner's Office.

Our address is Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.

The Council is committed to protecting your privacy when you use our services. This privacy notice tells you what to expect when Environmental Services collect personal information. It also explains when and why we collect this information, how we use it, the conditions under which we may disclose it to others, how we keep it secure and what rights you have in relation to the data we hold about you.

2.0 How do we collect information from you?

We collect information from you when you fill in any forms on our website www.south-derbys.gov.uk or associated customer portals, when you contact us in writing, speak to us on the phone or face to face or communicate with us by email or any other type of electronic communication.

3.0 What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data including criminal data that we would only collect and use in very particular circumstances that are set out in law.

4.0 How is your information used?

Your information will be used to deliver all of the statutory and non-statutory duties which are required of the service. The typical, although not exclusive, services provided are as follows:

Applications for various legal permissions such as Food Business Registrations, Environmental Permit applications, House in Multiple Occupation applications, Caravan Site License applications, etc.

Requests for Service such as complaints about the activities of other people or businesses, or requests for the provision by the Council of services such as pest control treatments

Referrals to and from other Agencies such as the Police, Fire & Rescue Service, Adult and Children's Social Care, Environment Agency, Food Standards Agency, Trading Standards, Health & safety Executive, etc in relation to regulating the many laws we are tasked with enforcing.

Surveys and Consultations on how to deliver our services or apply the law.

Advice and Warnings on public health matters such as Food Hazards Warnings and changes in the law which are likely to affect you.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

5.0 Who has access to your information?

Information is shared with other regulatory and enforcement authorities including, but not limited to, other Council services; Councillors; the Police; the Fire Authority; Trading Standards; HM Revenues and Custom; HSE: Environment Agency, and other local authorities when allowed to by law for the purposes of the administration and enforcement of authorisations, and for the purposes of the prevention and detection of crime, public safety, public health, protection of the environment and prevention of fraud.

Certain information which we collect about businesses may be published on a public register on our website when we are required to do so by law.

6.0 Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes relevant and compatible with the purpose that the data was collected for.

7.0 What are your rights in relation to personal data we process?

Access: You can request copies of any of your personal information held by the Council.

Rectification: You can ask us to correct any incorrect information.

Deletion: You can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability: You can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing: You have the right to object to how your data is being used and how it is going to be used in the future.

For further information, please visit the [Data Protection Act 2018](#) section of our website.

8.0 How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule. Information about this can be found at <https://www.south-derbys.gov.uk/assets/attach/4952/Document%20Retention%20Schedule.pdf> and will comply with the Data Protection 2018.

9.0 What precautions are in place to protect the loss, misuse or alteration of your information?

Your personal data will be stored electronically or in hard copy files as appropriate. The Council uses a variety of different systems to process and store personal data. We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot

guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

10.0 Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

11.0 Under 13s

If you are aged 13 or under, please get your parent/guardian's permission whenever you provide us with personal information.

12.0 Where can I get advice and more information?

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to information we hold about you. If you have any worries or questions about how your personal information is handled, please contact our Data Protection Officer by emailing dataprotectionofficer@south-derbys.gov.uk or by telephoning 01283 595795.

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

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate number).

Email: casework@ico.org.uk.

Further guidance on the use of personal information can be found at www.ico.org.uk.