

## **Environmental Protection - Privacy Notice**

### **What this Privacy Notice covers**

Your privacy is very important to South Holland District Council.

South Holland District Council is the Data Controller responsible for the personal information you may provide in relation to your complaint to the Environmental Protection Team or any personal information we gather in relation to any complaint made against you. Our Data Protection Officer can be contacted by phone on 01775 761161, via email: [Legal.Team@Breckland-Sholland.gov.uk](mailto:Legal.Team@Breckland-Sholland.gov.uk) or by writing to us at Legal Services, South Holland District Council, Priory Road, Spalding, Lincolnshire, PE11 2XE.

PSPS' Data Protection Officer can be contacted via email: [data.protection@pspsl.co.uk](mailto:data.protection@pspsl.co.uk), by phone on 01507 613303, or in writing to Data Protection Officer, Public Sector Partnership Services Ltd, Tedder Hall, Manby Park, Louth, Lincolnshire, LN11 8UP.

In certain circumstances we may give your data to other agencies or partners in connection with any legal proceedings, including any prospective legal proceedings, or for the purpose of obtaining legal advice, or when it is otherwise necessary for the purpose of establishing, exercising or defending legal rights. This includes any breach of a tenancy agreement.

If you provide services to us as a contractor, or represent a company providing contracted services to us, we may give your information to other agencies or partners in connection with the maintenance, monitoring and delivery of the contract services to us.

### **Why we need your personal data**

When you contact us to access our services, or we contact you as part of an investigation, we may ask for certain personal information in order to be able to assist you or to investigate fully. Some of this information will be recorded and stored on our systems.

Your information will be used to decide whether any breach of legislation\* has occurred. The legal basis for processing your data is Article 6.1(c) of the General Data Protection Regulations, namely that processing is necessary for compliance with a legal obligation to which the Council is subject and Article 6.1(e) of the General Data Protection Regulations, where 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.

### **How your data is used**

We use your information to provide the service you request to you, or for the purposes of resolving issues where your data is necessary to fulfil a statutory role; for example, a person may report a noise nuisance to us, or we receive your details because you are alleged to be causing a noise nuisance. We do not share your information with anyone else unless we are required to do so by law or it is necessary to provide our services to you.

We will use your data to investigate and resolve complaints made to the Environmental Protection Team. If your complaint does not fall within the legislation\* available to us, we may share information with other organisations such as the Environment Agency, Anglian Water, other services within the Council, other Councils and our contractors, where we have your consent and it is in your interest to do so, for the purposes of dealing with the matter.

We may check information you have provided or information about you that someone else has provided, with other information we hold or other sources, including (but not exclusively) landlords, letting agents, housing associations, the Police and other Councils.

We may also get information about you from certain third parties, or give them information to ensure that it is accurate and to investigate complaints, where we are legally required or

entitled to. This includes the Police, Electoral Registration, landlords, letting agents and housing associations and the Land Registry.

If you provide services to us as a contractor, or represent a company providing contracted services to us, we may share your data with other internal services of the Council for purposes connected with the efficient delivery of the contract. This may include our Procurement Team, Legal Service and Finance Service for example. Additionally we may share your information with other companies connected with the contracted service, again for the efficient and effective delivery of these services

*We will not disclose your personal information to third parties for marketing or sales purposes or for any commercial use, and we will not use your personal data in a way which may cause you harm.*

## **How long the information is kept for**

The council will process the information you provide in a manner that is compatible with the GDPR. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

## **Your rights**

You have the right to access your data and correct any inaccuracies. For further details of your rights please contact the Data Protection Officer or go to our website for a more detailed explanation [www.sholland.gov.uk](http://www.sholland.gov.uk).

Please see our website for our full privacy policy.

\* Primary legislation and regulations made thereunder:-

Environmental Protection Act 1990

Clean Air Acts 1956, 1968 & 1993

Clean Neighbourhoods & Environment Act 2005

Control of Pollution Act 1974

Land Drainage Act 1991

Litter Act 1983

Local Government (Misc Provisions) Acts 1976 & 1982

Noise Act 1996

Noise & Statutory Nuisance Act 1993

Prevention of Damage by Pests Act 1949

Private Water Supplies Regulations 2016

Public Health Acts 1875, 1936 & 1961

Water Industry Act 1991