

Privacy Notice: Environmental Health, Environmental Enforcement, Housing and Licensing.

The Environmental Health, Environmental Enforcement, Housing and Licensing Teams of Fenland District Council are committed to protecting and respecting your privacy when you use our services. This privacy policy states how and when we will use any personal information in order to be able to assist you with your request or to enable us to investigate fully. Some of this information will be recorded and stored on our systems.

Data Protection Principles:

We will comply with data protection legislation. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Processing activity:

It is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service. We will process personal information for one or more of the following purposes:

- To perform our statutory functions.
- To deliver services to you.
- To manage those services we provide.
- Confirm your identity.
- To investigate any complaints you have about our services.
- To check the quality of services.
- To plan services.
- Prevent and detect fraud, corruption and crime.
- To protect individuals from harm.
- To train and manage the employment of our workers who deliver those services.

Types of information we may 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 that we would only collect and use in very particular circumstances that are set out in law.

Types of data we may hold include:

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Images
- Vehicle registration details
- Health information, where applicable
- Details of convictions
- Special category information (e.g. health, race)

Some of the information that is collected is classified as special categories of personal data. This is processed for reasons of substantial public interest and legal/statutory obligations, for example the processing is necessary for reasons of public interest in the area of public health.

Details of information obtained from third parties:

We receive information and referrals that include personal data from a wide range of partners such as Public Health England, the Police, the Fire Service, other Local Authorities and the Health and Safety Executive. We also receive similar information from members of the public.

Lawful basis

The legal basis for the processing of personal information by the Environmental Health and Environmental Enforcement Teams will be one or more of the following:

- Processing is necessary for compliance with a legal obligation to which the controller is subject.

The condition for processing special categories of data will be:

- Your explicit consent.

The situations in which we will process your personal information are listed below.

- To investigate the request for service in accordance with legislation.
- To fulfil any legal obligations in accordance with legislation.
- To request your participation in a customer survey to improve services.

If you fail to provide certain information when requested, we may not be able to comply with our legal obligation meaning that any enforcement action may not be successful / possible.

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

Internal (Including): Planning, Land Charges, Legal Service, Licensing, Housing and Revenues and Benefits (ARP)

External:

- Other Local Authorities
- Housing Association partners
- Government departments including DEFRA, HM Revenue and Customs, DWP, Ministry of Justice, and the Cabinet Office
- Police and Fire Service
- Other agencies including Environment Agency, Food Standards Agency, DVLA, HSE, PHE, GLAA, NHS

We also work with private and public partners such as Kingdom Services. This is always done under a contract so that they can only use your information for the reasons specified in the contract, and must abide by the same data protection legislation we do.

Your rights in relation the personal data we process:

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, or request that we transfer a copy of your personal information to another party, please contact the Monitoring Officer in writing.