

Environmental Protection Team Privacy Notice

The Environmental Protection Team at New Forest District Council (NFDC) is committed to protecting and respecting your privacy when you use our services. For the purposes of the 2018 General Data Protection Regulation, the **Data Controller** is New Forest District Council, Appletree Court, Beaulieu Road, Lyndhurst, Hampshire, SO43 7PA. This privacy policy sets out how and when we use any personal information that we collect about you when you use our services, the conditions under which we may disclose it to others and how we keep it secure.

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

What information do we collect about you?

When you make a nuisance complaint or during the course of an investigation, for example into a public health funeral, contaminated land search, private water supply or as part of our statutory duties we require your name and contact details, such as your address, email address and telephone number. In the case of a complaint investigation we may also require you to keep a diary of the issues disturbing you and make noise recordings from within your premise.

In the case of private water supplies we may require the contact details of all users on the supply, and in some incidents of medical issues relating to poor water quality. We will gather this information because it is in the public interest in the area of public health and to fulfil our statutory duties.

If you choose not to supply the required information we will not be able to register your complaint or undertake the investigation.

How will we use the information about you?

We use the information collected to enable us to contact you and investigate nuisance complaints. In the case of an investigation the information may be used to undertake an appropriate investigation and to fulfil our statutory duties.

We will not use your information for any marketing purposes.

How do we store your information, and for how long?

The information we collect is carefully stored electronically.

We will hold a closed complaint file for six years or in the cases where enforcement action is taken for six years after the occupier has left the premise of concern.

Information collected as part of a public health funeral and private water supply investigation is held for six years.

Information collected as part of a contaminated land investigation is held permanently.

When and why we share your information

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.

Below is a list who we may share your information with:

Shared with	What and why
Internal	

Building Control	We may share information to enable Building Control to meet its statutory duties.
Customer Services	We may share information to book council services
Development Control	We may share information for example in relation to a planning application or planning enforcement implications.
Food Safety	We may share information if your enquiry concerns issues that our colleagues may be able to assist you with, for example those relating to a business.
Housing	We may share information with housing if we are investigating issues concerning a housing premise or area of land.
Land Charges	We share information with land charges if we serve a legal notice on a business.
Legal Services	We share information with legal services if we are considering taking legal action, to enable them to advise us on
Licensing	We may share information with licensing if we are investigating issues concerning a licensed premises or event.
Operations	We may share information if we are investigating a complaint for example those relating to pest control or waste issues
Safeguarding	We may share information concerning safeguarding issues for individuals or families.
External	
Drinking Water Inspectorate	We may share information during private water supply investigations in accordance with our statutory duties.
Environment Agency	We may share information during an investigation with the Environment Agency as lead regulator for permitted sites
Funeral Director	We may share information with the Council's appointed funeral director to arrange a public health funeral
Hampshire County Council	We may share information with Social Services and Trading Standards during the course of an investigation or complaint for example when vulnerable people are involved or animal welfare issues arise.
Housing Associations	We may share information with housing if we are investigating issues concerning a housing premise or area of land.
Hampshire Fire and Rescue	We may share information if possible fire safety issues arise during the course of an investigation.
Health and Safety Executive	We may share information in connection with a complaint concerning a business operation regulated by the Health and Safety Executive.
New Forest National Park Planning Authority	We may share information, for example in relation to a planning application or planning enforcement implications.
Police	We may share information in connection with a complaint investigation.
Public Health England	We share information with Public Health England to meet its statutory duties especially those relating to the public health issues

What are our legal grounds for processing your information?

- With your consent;
- Where it is in the public interest to do so;
- To comply with a legal requirement, for example investigating nuisance complaints and arranging a public health funeral;

- Where it is in the legitimate interest of NFDC to do so, for example where there may be a risk to health and safety;
- With your explicit consent, or where there is substantial public interest. For example when dealing with sensitive issues, such as safeguarding issues.

When we rely on your consent or explicit consent and you wish to withdraw this consent, you can do so by contacting us at the address above or at env.prot@nfdc.gov.uk

Further information and how to contact us

We work hard to ensure that we only gather information that we need to, to deliver the services that you are entitled to in the best way possible. However, if you have any concerns you can contact us by email env.prot@nfdc.gov.uk, telephone 023 8028 5230, or write to Environmental Health, Appletree Court, Beaulieu Road, Lyndhurst, Southampton, Hampshire, SO43 7PA.

The Council's Information Rights Policy at newforest.gov.uk/article/18215/gdpr sets out your rights in relation to your personal data, including your rights to see information we hold on you and the other rights you have in respect of how we process your information.

If you are concerned or unhappy with our use of your personal information you have a right to complain to the Information Commissioner's Office (ICO) at <https://ico.org.uk>, email: casework@ico.org.uk or by telephone: 0303 123 1113.

We keep our privacy policy under regular review and we will place any updates on this web page.