

# Privacy Policy – Regulatory Services

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

It has been written to give you a clear explanation of our data processing practices to safeguard you and your personal information

## What information do we collect about you?

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- Name, Address and contact details (Telephone Numbers, email addresses)
- Audio Recordings (whilst investigating noise complaints)
- Details of food business operators and food handlers or other employees in a business that we inspect for compliance with relevant legislation
- Details the complaint / problems you are reporting
- Details of reports / complaints that are made about you

## How will we use the information about you?

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have Official Authority of power vested in the authority Article 6(1) (e) – Public Task / Official Authority under the Public Health Act 1936, Prevention of Damage by Pest Act 1949, Public Health Act 1961, Health and Safety at Work Act 1974, Public Health (Control of Diseases) Act 1984, Environmental Protection Act 1990, Control of Dogs Order 1992, Clean Air Act 1993, Noise and Statutory Nuisance Act 1993, Criminal Justice and Public Order Act 1994, Environment Act 1995, Criminal Procedure and Investigations Act 1996, Dog (Fouling of land) Act 1996, Noise Act 1996, The Pollution Prevention & Control Act 1999, The Pollution Prevention & Control (England and Wales) Regulations 2000, Animal Welfare Act 2006, Clean Neighbourhoods and Environment Act 2005, Anti-Social Behaviour, Crime and Policing Act 2014, Food and Environment Protection Act 1985, Food Safety and Hygiene (England) Regs 2013, The Food Information Regulations 2014 (as amended) In this case we are collecting personal information so that we can;

- Use your personal information to deliver Environmental Protection services and concerns, such as investigating complaints including noise complaints, anti-social behaviour and investigating criminal offences.
- Use the information to provide the service that you have requested. We use the information to contact you about complaints that have you have made or have been made about you
- prevention and detection of fraud

If you're providing us with special category personal information (such as details about your health) we will be processing this under Article. 9(2) of GDPR.

- Health Data
- Criminal Data

Processing of Special Category Data is carried out under the following;

Article 9(2) (a) – the data subject has given explicit consent to the processing of those personal data for one or more specified purposes, except where Union or Member State law provide that the prohibition referred to in paragraph 1 may not be lifted by the data subject;

## Sharing / Recipients

We may share the information with other recipients for the purposes of carrying out the functions (listed above)

We may share your information with;

- Herts County Council (Trading Standards)

- Food Standards Agency
- Health and Safety Executive
- Public Health England
- Water Authority
- Environment Agency
- Internal Council Depts.
- Defra
- Internal Audit or Fraud – preventing or detecting fraud
- Police

### **How long will we keep this information?**

We will destroy this personal information in accordance with our [Retention Policy](#). To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk)

### **Security and Location of Data**

We will ensure that all personal information is kept securely on servers hosted in the United Kingdom.

Access to all our user information is restricted. Only employees who need the information to perform a specific job are granted access to personally identifiable information.

The servers on which we store personally identifiable information are kept in a secure environment which is continually monitored and tested.

### **Individuals' Rights**

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk) in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

You have a right to correct your Personal Data if it is not accurate. Please contact [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk)

### **Notification of changes**

From time to time it will be necessary to update this Privacy Policy. This is in order to ensure our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy in force at the time the information was collected.

### **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

### **Our Data Protection Policy**

We have a General Data Protection Regulation (GDPR) Policy in place and this can be found [here](#):

### **Data Protection Officer**

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Manager (Legal Governance). You can contact them by emailing [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk) or calling 01442 228538.

### **Policy Version**

Version 1.0

This Policy was last updated on 16/8/24