Privacy Notice – Pollution (EH)

This notice sets out how Eastleigh Borough Council (EBC) uses and protects any information that you give for the purpose of processing complaints, service requests and licence applications for us to administer our statutory duties in relation to pollution control and other environmental permits and licences.

Eastleigh Borough Council (EBC) is committed to protecting and respecting the privacy of your personal data. As a registered Data Controller (Reg. no. Z7118863) we comply with the General Data Protection Regulations 2018 (GDPR). Our full privacy notice can be found at www.eastleigh.gov.uk/privacy.

Why do we need your personal information?

Category of personal data we may request includes:	**Purpose of requesting information:**
Name, address, contact details, • third party details, • diary of issues disturbing you, • In the case of private water supply we may need contact details for all users on the supply and in some incidents medical issues relating to water quality.	• Administration of our statutory duties • Investigation and response to complaints regarding noise, nuisance and pollution (including air quality, contaminated land etc) • licence applications in regard to. E.g. boat licences • Public Health Funerals • Environmental permits e.g. waste ops, mining waste ops etc.
Who we may share your data with includes but is not limited to:	• Case Managers, • Building control, • Customer services, • Development management, • Housing, • Legal, • Licensing drinking water inspectorate, • Environment agency, • Other authorities, • Housing associations, • Police, fire and rescue, • Public health England , • Harbour Master Etc.
Lawful basis for using your personal data:	• Article 6 (1) (c) - Legal obligation
Lawful basis for using your special personal data	• Article 9 (2) (g) - Substantial public interest

Who we might share your information with

Your personal information will be treated as confidential, but it may be shared with other Council services in order to ensure our records are accurate and up-to-date and to improve the standard of the services we deliver. We will only use your information in ways which are permitted by the General Data Protection Regulation and the UK Data Protection law.

If we need to talk to other people and organisations regarding your information in the course of conducting our enquiries and assessing your entitlements, we will obtain your consent. Consent is given as part of the declaration that is signed when you complete an application form to make a claim. We would not be able to assess your circumstances and offer the correct advice if this is withheld.

- The Council has a duty to protect the public funds it administers and may use the information you have provided or share it with other bodies for the purpose of preventing and detecting fraud. This includes participation in the Cabinet Office National Fraud Initiative.
- We will NOT use your personal data for marketing products or services.

How long we keep your data

We retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purpose of satisfying any legal, accounting or reporting requirements, or to fulfil statutory obligations. Full information regarding retention periods for the different types of data can be found on our website in the retention and disposal schedule.

Data Protection Officer

If you wish to ask us anything about data protection, ask for a copy of your data or you have a complaint about how we have used or looked after your data, you can contact our Data Protection Officer at:

Data Protection Officer
Eastleigh Borough Council
Eastleigh House
Upper Market Street
Eastleigh SO50 9YN
Email: DP@eastleigh.gov.uk

For more information on Data Protection in general, or if you wish to make a complaint relating to how your personal data has been used, please contact:

The Office of the Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AX

Website: www.ico.org.uk

Email: casework@ico.org.uk