

WATFORD BOROUGH COUNCIL
Data Privacy Notice Under GDPR

The identity and contact details of the company

This Privacy Notice has been provided by Watford Borough Council, Community Protection who is the Data Controller.

Watford Borough Council ('we' or 'us') are a 'data controller' for the purpose of the General Data Protection Regulations, (i.e. we are responsible for, and control the processing of, your personal information).

This notice explains why we ask for your personal information, how that information will be used and how you can access your records.

Our contact details are:
Community Protection
Watford Borough Council
Town Hall
WATFORD
WD17 3EX

Purposes of processing your personal data

We need to process your personal information for a number of community protection. This includes receiving reports, investigating issues, offering advice, inspecting premises, issuing enforcement notices or fines and making changes or improvements to the service we offer you. We also provide advice and training services. The Community Protection team deal with a lot of different issues, including:

- environmental protection issues and concerns
- inspections of some businesses
- enforcement on environmental protection legislation
- enforcement of licensing legislation
- processing of licensing applications
- processing of HMO applications
- to provide housing improvement services
- abandoned vehicles
- dangerous, stray and lost dogs, micro-chipping, complaints about dog fouling
- air quality, pollution, contaminated land
- public space protection orders (for both antisocial behaviour and dog control)
- Anti Social Behaviour
- Safeguarding duties
- pest control concerns and pest controller services.
- Providing training to businesses
- Organising online webinars/meetings to update businesses and residents
- Investigating food poisoning outbreaks
- Investigating Infectious Diseases infections
- Inspection of homes to determine suitability under the Homes for Ukraine scheme.

We also use information to:

- enable us to manage the services we provide
- train and manage our workers who deliver those services
- investigate any worries or complaints you may have about our goods or services
- check the quality of our goods and services
- help with research and planning of new services
- prevent the spread of infectious diseases

GDPR requires The Community Protection Service to identify the specific legal basis for the why we need to collect and use your personal information. This will change depending on the circumstances of the issue.

We need to store and process information about business owners, the individuals who report concerns to us, along with details of the subject of the concern. When doing an investigation or inspection, we may also need to records information about landowners, building owners, landlords and any witnesses or other related individuals.

The lawful reasons that we may process your information are:

- **Consent:** where you have expressly provided your consent for us to do so
- **Contract:** you have entered into a contract with us and we need to process your personal data in order to fulfil the contract
- **Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.
- **Vital Interests:** where processing is necessary to protect the vital interests of the data subject or another natural person
- **Legal Obligation:** the processing is necessary for us to provide a statutory function. We are required by law to provide some services and processing of personal data will be required to provide the service.
- **Legitimate interest:** we may process information for a legitimate interest where we are performing a task that is not related to our function as a public authority.

The personal information you are asked to provide may include:

- Contact details; including name, address, email address, telephone number, user ID etc.
- date of birth
- proof of identity or service requirements
- national identifiers such as National Insurance numbers
- information about your family
- IP (Internet Protocol) address and information regarding what pages are accessed and when
- lifestyle, social and personal circumstances
- the services you receive
- financial details for purposes of receiving or making payments
- financial details for purposes of assessment for services
- employment details
- housing information
- visual images (CCTV or similar)
- audio records, personal appearance and behaviour
- licenses or permits held
- business activities
- vehicle registration details

We may also collect special personal data that may include:

- physical or mental health details
- racial or ethnic origin
- gender and sexual orientation
- trade union membership
- political affiliation and philosophical beliefs
- religious or other beliefs of a similar nature
- offences (including alleged offences)
- criminal proceedings, outcomes and sentences

Where we process this special data, we will ensure that we have purposes for the processing, that processing is undertaken in accordance with our policy on the processing of criminal conviction data and that this data is only processed when it is necessary to the purpose.

Personal information may be obtained by asking you to complete an application form or by submitting the information online, on the telephone, in writing, by email, by text message, through third party booking agents or face to face or at interview. We may also receive information from national health organisations with the aim of preventing infectious diseases.

Who we share your data with

As part of our regulatory function we may have to share information with:

- Food Standards Agency (FSA)
- Public Health England (PHE)
- Other local authorities
- Businesses involved
- Health and Safety Executive
- Health and social care service providers
- Emergency services (police, fire).
- Land Registry
- RSPCA
- Home Office Immigration Service
- National Anti-Fraud Network (NAFN)

This data sharing is done as part of the delivery of this service.

As part of our role in delivering training, advice and other related services, we may share your data with third party providers such as training platforms, booking agents and event organisers. All third-party service providers are required to provide proof of appropriate security measures to protect your personal information in line with our policies and this privacy notice.

We may also be required to share information with outside organisations such as the Police, Department for Work and Pensions, Her Majesty's revenue and Customs and Her Majesty's Court Service, and County Council, to prevent and detect crime. Data may also be shared with insurance companies and bodies responsible for auditing or administering public funds for the prevention and detection of fraud.

Data Security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees and third parties who have a business need to process it. Third parties will only process your personal information in accordance with data processing agreements that we will agree with them.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Any information obtained will be stored securely and kept for a period of time in accordance with the Community Protection Data Retention Schedule. Further information on specific retention periods can be found in our Retention Policy.

What rights do you have?

Your duty to inform us of changes - 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 Data Protection Officer in writing.

Data Protection Officer

The Council’s Data Protection Officer (DPO) is responsible for overseeing compliance with this privacy notice. If you wish to contact Watford Borough Council’s Data controller regarding your personal data and any other concerns you may have regarding its processing you can do so by contacting our Data Protection Officer (see below for contact details)

Contact details of the Data Protection Officer WatfordDP@hertfordshire.gov.uk or by writing to:
Data Protection Officer (DPO)

Legal Services, Resources
Hertfordshire County Council
County Hall, Pegs Lane, Hertford, SG13 8DE
Postal Point: CHO150

If you are unhappy with how the data controller has processed your data, or if you feel they have acted in a way that has breached your data protection rights you have the right to complain to the information commissioner’s office The Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113 (local rate)

Or you can visit their website at www.ico.org.uk

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. This Privacy was last updated in April 2022.