

Privacy Notice for Neighbourhood Services

Updated: XXXXXX

Reviewed: XXXXX

The reason we use your data

Rother District Council uses personal information to:

- Ensure that we can contact you when we need to.
- Help you to access services relating to Housing, Neighbourhood and Building.
- Allow you to pay for any additional charges that you may incur.
- Work with other agencies to resolve issues.

We also use data to:

- Investigating fly-tipping offences
- Investigating littering offences
- Investigating trade waste offences
- Arranging collections of abandoned commercial waste bins
- Investigating abandoned vehicles
- Investigating anti-social behaviour
- The issuing of Legal Notices and Fixed Penalty Notices
- Street cleansing, including the continuous cleaning of the town centre
- Carrying out regular cleaning of our parks and streets, including adopted roads and paths
- Removal of waste from council land
- Emptying of public litter bins on a weekly basis
- Getting Involved with voluntary neighbourhood clean-ups
- Ground maintenance, including parks, play areas, woodlands, fields, grass verges and hedges
- Trees and landscaping design and maintenance
- Pest control

What Information we collect

Rother District Council collects the names, addresses, dates of birth, images and contact information in the form of telephone numbers and email addresses from you as a customer or tenants.

CCTV and Body Worn Camera images that are stored and catalogued

Purpose

Rother District Council uses personal information to:

- Deliver Waste Collection services.
- Helping to keep Neighbourhoods Safe Clean and Tidy by:
 - Facilitating planned and response cleaning and gardening in all our areas.
 - Support and respond to reports of ASB and environmental issues
- Assist in Service Development
- Plan, monitor and improve services

Who we can share your data with

Internal Departments between teams within the council.

There may be times when we need to share your information with other people. We will only do this if you have either given your explicit consent or where the law allows or requires us to. This could be in an emergency where there is a safeguarding concern or life-threatening situation or for the purposes of preventing or detecting crime or fraud or apprehending and prosecuting offenders where we have a statutory duty to do so.

We will only share with each person or organisation the details they need in order to provide their services or support to you or perform their statutory duty.

When computers make any decisions about you

Not applicable

How long we keep your data for

We keep records in line with the Council Retention Schedule, and records will not be kept for longer than necessary

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact the Council's Data Protection Officer at dataprotection@rother.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed

- claim compensation for damages caused by a breach of the data protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us