

Streetscene Privacy Notice

Street Scene at New Forest District Council is committed to protecting and respecting your privacy. For the purpose of the 2018 General Data Protection Regulation, the **Data Controller** is New Forest District Council, Appletree Court, Beaulieu Road, Lyndhurst, Hampshire SO43 7PA (data.controller@nfdc.gov.uk).

When you contact the Street scene we will ask you for certain personal information in order to be able to assist with your enquiry. Some of this information will need to be recorded and stored on our systems. This Privacy Notice aims to explain:

1. The different kinds of personal data we process
2. How we use your data
3. How we store your data
4. Why we process your data
5. When and why we share your information
6. What are the legal grounds for processing your information

1. What kind of personal data do we process

We will collect certain personal information from you, for example: your name, your phone numbers, your email address.

The type of information we collect will depend on the service you require.

2. How we use your data

We use your information in a variety of ways:

- To process your service request, for example to let our Street Scene crews know about a fly tip removal, request public toilet issues or a road sweeper request

- To help us investigate any concerns or complaints that you may have about services that you receive from us
 - To build a picture of our services in your area: for example by logging your enquiries against your address or area details we can see where our services are working or where improvements are needed
 - To carry out Street Scene services requested or to support events
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3. How we store your data

All information you provide to us is stored on our secure servers. We take every precaution to ensure data is safe and secure however we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we use strict procedures and security features to try to prevent unauthorised access. We may store your information for up to 36 months once the issues has been resolved

4. Why we process your data

We need to process your data in order to provide you with the services that you are requesting, or to provide services that we have a contracted responsibility to provide or are in the public interest. Examples of these might include:

- Clearing litter or fly tipping from public land
 - Public toilets cleaning and maintenance
 - Road sweeping requests
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5. When and why we share your information

Sometimes, in order to process your enquiry we need to share the information that you give us; either with other departments within New Forest District Council (for example Open spaces Enforcement Dog, Warden services), or with other external 'partner' organisations (for example Local Town & Parish Councils, Hampshire County Council). Some examples of how and why we share your data are:

- If you are reporting a problem with a litter bin, and it is your Town or Parish Council that maintain it, then we will need to share your details with them
- We will often have to share the information you have given us with other teams or services within New Forest District Council; for the express purpose of processing your enquiry. For example if you contact street scene to report a problem with fly tipping in your area, then when we will pass this to our enforcement team they may wish to get in touch with you for more information.

Below is a list of the most common teams or departments that we share information with; this is not an exclusive list,

Shared With	What and why
Enforcement, Parking & Dog Warden	We may need to pass on your contact details to our Enforcement service so they can make contact with you for more information on issues concerning dogs, e.g. dogs fouling, fly tip investigations that you may have reported
Environmental Health	Information that we collect from you, may be shared with Environmental Health.
Open Spaces	Information that we collect from you (or that is gathered from you online) may be shared with Open spaces for example on joint areas of responsibility.
Housing	Contact details that we take from you that may impact on other residents or require housing to take action if they need to make contact with you.
Waste & Recycling	Information that we collect when you report Waste & Recycling related issues to us (e.g. refuse, missed bins etc.) can be accessed by their staff, and may be used by Supervisors to get in touch with you in order to resolve a complaint.

6. What are the legal grounds for processing your information?

- a. Where it is in the public interest to do so; for example clearing litter or fly tipping from public land.
- b. Where it is in the legitimate interest of NFDC to do so; for example where there may be a risk to public health and safety
- c. In order to comply with a contracted legal obligation part of a contract; for example obligations placed on us in accordance with the applicable health and safety or when dealing with sensitive issues, such as a vulnerable resident & disability

If you wish to withdraw this consent, you can do so by contacting us at the address above or on:

Streetscene@nfdc.gov.uk

We work hard to ensure that we only gather information that we need to process your enquiry and deliver the services that you are entitled to in the best way possible. However, if you have any concerns relating to this or your Privacy in general, please speak to (or contact) the Street scene team (Streetscene@nfdc.gov.uk) or email our Data Protection Officer on data.protection@nfdc.gov.uk .

More Information

For further information, plus information on access, portability, withdrawal of consent, correction etc. please see New Forest District Council's 'Information Rights Policy' which is available on the NFDC website at: <http://www.newforest.gov.uk/article/18215/GDPR>

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 Information Commissioner Office:

Website: <https://ico.org.uk/>

Phone helpline: 0303 123 1113