

This is Your Personal Data
Public Protection Service
How we handle your information
Information for the public

Everyone working for the Public Protection Service has a legal duty to keep and process information about you in accordance with the law.

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

Why is information recorded about me?

We use information about Public Protection Service users to enable us to carry out specific functions for which we are responsible and to provide you with a service.

We keep records about residents, businesses, and others who contact the Service or whom we contact. These may be written down (manual records), or kept in a computerised format (electronic records).

These records may include:

- basic details about you, for example, name, address, other contact details, date of birth, relevant matters about your health
- unique identifiers (such as your NI number),
- contact we have had with you, for example, appointments, letters and any other items of correspondence.
- details about any businesses you operate including any history, any registrations, licences, consents or permits, (including information provided as part of any application) any of your products and any trading practices,
- notes and reports and measurements about your relevant circumstances,
- details and records about the service you have received,
- relevant information from other people that we have been in contact with in relation to the service that you have received,
- complaints from you or about you and/or any business or trading activity with which you are associated,
- any requests for advice or assistance you have made to the service,
- information about you in relation to any breaches of legislation which the Public Protection Services administer, including any evidence you have provided which refers to you or any associated trading entity,
- Digital records including photographs and video footage, noise recordings and measurements,
- Plans and technical drawings of your property including third party searches, • Physical samples of material or substances from your property or business.
- Third party data including commercial quotes, technical and advisory reports,

What is the information used for?

Your data is used to help ensure that we provide you with the service that you request; to administer the legislation that the Public Protection Services enforce; for the prevention or detection of crime; to gain feedback on the service we have provided; .

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the relevant help, advice or support or to undertake any formal or informal action.

If you do not provide us with this information then we will not be able to provide all the assistance you may require or to progress any enquiry or investigation into any matters you have raised.

How long for?

In order to provide you with this service, we rely on the legal basis of the duties assigned to the Public Protection Service by the legislation that we enforce or administer. Your details will, in most cases, be kept for 6 years from the date of the last action relevant to the information (building control records for 15 years). Exceptions relating to public health matters will apply. Processing is kept to a minimum and data will only be processed in accordance with the law. At the end of the retention period electronic records will be deleted and paper records will be shredded. Other physical media holding data will be destroyed in a way that prevents retrieval of the data.

When other agencies are involved in our activities using your data, we may need to share details about you to enable us to work together.

Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- for purposes relating to any licence, permit or consent.
- for the investigation and prevention of crime
- where the health and safety of others is at risk,
- when the law requires us to pass on information under special circumstances,

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- where we encounter infectious diseases which may be a public health concern
- where a formal court order has been issued.
- where we are advised of a notifiable disease under animal health controls
- where we have a statutory declaration to make to Central Government

Partner organisations

These could include:

- Colleagues in other local government services, within or without Northumberland County Council, who enforce and administer the same legislation as the Public Protection Service of Northumberland County Council or who hold information relevant to the Service.
- Other agencies with enforcement powers, such as the Police, Fire & Rescue Service, HMRC, Border Force, Home Office, Environment Agency, Health & Safety Executive, Food Standards Agency, Defra, Drinking Water Inspectorate, Competition & Markets Authority for the purposes of the investigation and detection of crime or for the purposes of any formal action which partner organisations are authorised to take

Information will be processed within the European Economic Area and will not be shared with overseas recipients

Can I see my records?

The Data Protection Act 2018 allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Public Protection records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how the Public Protection Service use your information, or if for any reason you do not wish to have your information used in any of the ways described in this notice, please tell us. Please contact Peter Simpson Peter.simpson@northumberland.gov.uk or Darin Wilson darin.wilson@northumberland.gov.uk

Data Protection Officer: informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: casework@ico.org.uk