



# Northumberland County Council

## **This is Your Personal Data**

Flood & Coastal Risk Management

How we handle your information

### **Information for the public**

Everyone working for the Flood & Coastal Erosion Risk Management team 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 land and property owners to enable us to carry out specific functions for which we are responsible and to provide you with a service.

These records may be written down (manual records), or kept on a computer (electronic records).

#### **These records may include:**

- basic details about you, for example, name, address, email and telephone contact details
- contact we have had with you, for example, appointments & letters of correspondence,
- notes and reports 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
- details of any flood history relevant to your property
- records of flood risk assets in your ownership.

#### **What is the information used for?**

Your records are used to help ensure that we provide you with the service that you need and assist us in better understanding the flood and coastal risks to you and others.

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 help, advice or support you need.

#### **How long for?**

In order to provide you with this service, we rely on the legal basis of the Land Drainage Act 1991. Your details will be kept indefinitely. Processing is kept to a minimum and will only be processed in accordance with the law.

Other agencies are also responsible for flood and coastal risk management, we may need to share details about you to enable us to work together for your benefit.

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



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

- 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**

### **Partner organisations**

These could include:

- The Environment Agency and Northumbrian Water Group with whom we partner in providing flood and coastal risk management services
- Other Risk Management Organisations or Government departments who are involved in your care
- Other regulatory bodies involved in enabling flood and coastal risk services.

### **Can I see my records?**

The General Data Protection Regulation 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 Flood and Coastal Risk Management 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.



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10. If our processing is based upon your consent, to withdraw your consent.

## Further information

If you would like to know more about how we 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 leaflet, please tell us. Please contact:

Data Protection Officer: [informationgovernance@northumberland.gov.uk](mailto: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](mailto:casework@ico.org.uk)