

# Privacy Notice

South Hams District Council take your privacy seriously. This notice sets out what we will do with your personal information and who we may share it with.

## How we use your information

We collect and retain personal information, in various formats, in order to deliver services to you.

The purposes for which we may use your data (including sensitive personal information) include:-

- For maintaining and recruiting to our workforce (HR records etc.)
- For delivering specific services to you that we have a statutory duty to provide or that you have requested (collecting waste, considering planning applications, parking services, housing services etc.)
- For occasional customer survey analysis on the service provided to enable us to identify improvements

The personal information you provide will not be used for any other purpose unless required by law, to prevent or detect crime or to protect public funds.

## Length of time we keep your information

We keep your personal information for a finite period of years based on the Council's retention policy. Please see specific privacy notice for the service you receive for more information.

## Sharing your information

So that the Council can provide you with an efficient services, we may occasionally need to share your information with partner organisations that support the delivery of the service you receive. This may include

- Other Councils
- Emergency Services (Police, Fire etc.)
- Her Majesty's Revenue and Customs (HMRC)
- Department of Work and Pensions
- Voluntary organisations
- Organisations contracted by the Council to deliver our services

Where information is shared, the Council has written agreements and protocols in place to ensure that your data is secure and protected to the same levels that the Council requires.

## Retention & Transferring of data outside of the EU

We will at all times hold your information securely, in hard copy format, electronically or both. Your personal data will be kept secure by the Council and will be kept within the European Economic Union (EEU). Where the Council uses a third party to store your personal data and it is stored outside of the UK/EEU, the Council will ensure that appropriate safeguards are in place to keep your personal data secure.

## Individual rights

You have a number of rights under the General Data Protection Regulations. These can be found on the ICO Website

## The Data Controller for your information

The Data Controller for information you provide for this services is South Hams District Council, Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE

## The Data Processors for your information

Your information may be provided to other organisations for processing in relation to this service. The Council has strict agreements in place with all Data Processors to ensure your information is protected. The Data Processors for information provided for this service are:-

## Data Protection Officer

The Council has a duty to appoint a Data Protection Officer. The Council's nominated Data Protection Officer is Drew Powell, South Hams District Council, Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE

If you have any queries, would like to exercise your rights or make a complaint, contact the Data Protection Officer by email to [dataprotection@swdevon.gov.uk](mailto:dataprotection@swdevon.gov.uk) telephone 01803 861234 or write to them at South Hams District Council, Follaton House, Plymouth Road, Totnes, Devon TQ9 5NE

If you are not happy with how we have handled your complaint, you have the right to contact the Information Commissioner's Office to make a complaint about what we do with your information:

Telephone them on 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Visit their website at [www.ico.org.uk](http://www.ico.org.uk)



Write to them at:

Information Commissioner's Office  
Wycliffe House Water Lane  
Wilmslow  
Cheshire  
SK9 5AF