



NORTH HERTFORDSHIRE DISTRICT COUNCIL

Privacy Statement

Directorate – Regulatory

March 2021

The Regulatory Directorate consists of the following departments;

- 1) Development Management
- 2) Environmental Health
- 3) Housing
- 4) Building Control Client
- 5) Strategic Planning
- 6) Parking and Transport Strategy
- 7) Car Parking
- 8) Street Naming and Numbering

This Privacy Notice should be read in conjunction with the [Corporate Privacy Policy](#)

- How we collect your personal data
- How we process your personal data
- With whom we may share your data
- How we store your data

1 How do we collect your personal data?

- When you apply for our products and services
- When you talk to us on the phone or in our reception
- When you use our website
- In emails and letters
- Application forms either online or paper forms
- We may receive information from landlords
- We may receive information from another agency or person acting on your behalf eg: Councillor

2 How do we process your personal data?

We process your data using computer systems:

- to record details of complaints, service requests or referrals that we receive
- to record details of processes where regulatory consent is required such as licences, permits, registrations
- to fulfil environmental health related regulatory responsibilities placed on the Council

- to enable us to complete statutory returns
- to record and publish your comments on consultations undertaken by the Council, such as with the Local / Neighbourhood Plans or in association with a traffic regulation order.

We may also share your data with other organisations as detailed in section 3 below.

If you wish to request to stop using a service and withdraw your consent for the Council to process your personal data, you can do so by completing the on-line form <http://web.north-herts.gov.uk/GDPR/> or by contacting the service department direct.

3 Sharing your personal data

We may share your data with third parties in the following circumstances:

- With Government Departments as required by law, for example the Department for Works & Pensions and Her Majesty's Customs & Excise
- Where the Council contracts with a third party to wholly or partly provide a particular Council service, for example the Planning Inspectorate; a Local Plan Programme Officer; independent neighbourhood plan examiners;
- To enable us to investigate complaints, service requests or referrals in which another agency has involvement
- Where any of the following apply:
 - National or public security
 - Taxation matters
 - Public health
 - Prevention & detection of crime
 - The protection of the individual, or the rights and freedoms of others
 - Breaches of ethics in regulated professions

We may share your data with other Council services where this will lead to an enhanced service being provided to you.

Planning legislation requires North Hertfordshire District Council to make details of comments made on local or neighbourhood plan consultations available on the North Hertfordshire District Council's website. All comments received are also available for inspection by the public and Councillors.

4 How will we store your personal data and for how long will we keep it?

Most personal data are stored within computer application systems, (including a corporate document imaging system), which are accessible only by those authorised to process the data.

A very limited amount of personal data is stored in paper files, which are securely locked when not in use.

There may be occasions where we need to transfer your personal information to countries outside the European Economic Area, (EEA) which do not provide the same level of data protections as in the UK. In these circumstances, we will take steps to ensure that your personal information is adequately protected.

The Council will retain data in accordance with its Retention Policies. These are available at:

<https://www.north-herts.gov.uk/home/council-performance-and-data/data-protection-and-freedom-information/retention-schedule>