

Data Protection Privacy Notice

Service: Environmental Health
Team: Environmental Protection
Processing activity: Pest control service

The Data Controller

East Devon District Council's Environmental Health Service
Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.
Contactable by emailing environmentalhealth@eastdevon.gov.uk or by calling 01395 571517.

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

Information is likely to have been provided by you as the householder affected by pests although information about the problem may also be referred to us by Landlords or members of the public who may also be affected. The information that we hold will be your name, address, contact details and financial information.

Use of your personal information

We are using your personal information for the purpose of investigating and treating pest infestations and on the basis of contract, public task and our legal obligation under the Prevention of Damage by Pests Act 1949 and under the Anti-social Behaviour, Crime and Policing Act 2014.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Environmental Health Commercial Team and within support services (such as Legal and Finance teams and third party payment handlers) when necessary to carry out the purpose.

We may also share information with Landlords – either private, Housing Association or within the Housing Service at EDDC - where it is necessary to do so as part of our investigation and treatment process.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those

accessing its online public registers nor what someone does with any information they obtain from them.

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

Where we are processing your personal data on the basis of public task and legal obligation, you have the right restrict processing. Where we are processing your personal data on the basis of contract then you also have the right to data portability.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

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

Tel: 0303 123 1113

Email: casework@ico.org.uk