

Data Protection Privacy Notice

Service: Finance

Team: Customer Service Centre

Processing activity: Processing customer requests and enquiries

The Data Controller

East Devon District Council's Finance Service

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing csc@eastdevon.gov.uk or by calling 01404 515616.

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

You will have provided us with your personal information as a customer of the Council either through your emailed or online contact with us or by way of a recording of your telephone call. The personal information we obtain may include your name, contact details and, depending on the nature of your request or enquiry, card payment details.

Use of your personal information

We are using your personal information for the purpose of processing your request or enquiry to the Council and on the basis of public task and legal obligation including under the Local Government Act 2000, Environmental Protection Act 1990 and Town and Country Planning Act.

Your personal information will be used by EDDC to process your request or enquiry and we may use your contact information for communicating with you in respect of your enquiry.

If you provide us with special category data, which is relevant to your enquiry, such as information relating to your health or a disability, this will only be processed with your consent.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Customer Services team and the relevant service to which the enquiry or request relates including Waste and Recycling, Environmental Health (including Car Parks), Planning and Countryside Services and within support services (such as the Legal and Finance Teams and third party payment handler) where necessary to carry out the purpose.

Externally, and depending on the nature of your enquiry, information may be shared with contractors or service providers working on the council's behalf where necessary to deal with your enquiry or request.

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 within our IT system 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.

Because we are using your information on the basis of legal obligation, public task and our contractual relationship then you also have the following rights in respect of how we use your personal information;

Legal obligation – you have the right to restrict processing.

Public task – the right to object and right to restrict processing.

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.

Email: casework@ico.org.uk

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

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

