

Privacy Notice for Regulatory Services

Service description

Regulatory Services comprises a range of statutory functions including:

- Public Protection
- Environmental Protection
- Environmental Crime
- Licensing
- Planning Enforcement
- Corporate Health and Safety

Processing activity

It is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service. We will process personal information for one or more of the following purposes:

- To perform our statutory functions
- To deliver services to you
- To manage those services we provide
- Confirm your identity
- Process financial transaction such as invoices, payments and benefits
- To investigate any complaints you have about our services
- To check the quality of services
- To plan services
- Prevent and detect fraud, corruption and crime
- To protect individuals from harm
- To train and manage the employment of our workers who deliver those services

Personal information we may hold:

- Name
- Date of birth
- Address
- Telephone number
- Email address
- Images
- Vehicle registration details
- Details of convictions
- Special category information (e.g. health, race)

Some of the information that is collected is classified as special categories of personal data. This is processed for reasons of substantial public interest and legal/statutory obligations. To process this type of information we have set out how it will be handled in our Corporate Privacy Notice.

Lawful bases

The legal bases for the processing of personal information by regulatory services will be one or more of the following:

- Consent
- the processing is necessary for the performance of a contract with you or in order to take steps at your request prior to entering into a contract
- the processing is necessary for compliance with a legal obligation to which we are subject

- the processing is necessary in order to protect your vital interests or those of another individual
- the processing is necessary for the performance of a task carried out by us in the public interest or in the exercise of authority vested in us

Data Processors

We will generally only allow your personal information to be used by those Council staff who need it to perform their functions.

We have outsourced some of our services to either joint arrangements with other local authorities, arm's length partly owned companies, or private sector companies who provide services on our behalf. These organisations collect and use personal information on our behalf to provide services. We will need to supply your information to these organisations in order to supply a service to you. These include:

- EK Services
- EK Housing
- Centra (part of the Clarion Housing Group)
- Cannon Pest Control
- Kingdom Services Group

Data Sharing

We may share your information with other organisations under our legal obligations for the purposes of preventing and detecting fraud corruption and crime and to protect individuals from harm. Such organisations would include:

- Other Local Authorities
- Government departments including DEFRA, DEEU, MHCLG, HM Revenue and Customs, DWP, Ministry of Justice, and the Cabinet Office
- Police and KFRS
- Other agencies including Environment Agency, Food Standards Agency, DVLA, HSE, PHE

We may rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Sharing Agreement for further details.

Please refer to our Corporate Privacy Notice at <https://www.dover.gov.uk/privacy> for further details of how we process your personal information and your rights. This is also available in other formats (e.g. print)