

Environmental Protection Team

Service description

The Environmental Protection Team aims to improve the lives of those who live, work and spend their leisure within the Dover District. The team aims to protect the environment and public health through education, persuasion and enforcement in relation to:

- Air Quality
- Contaminated Land
- Drains and Sewers
- Environmental Permitting
- Pest control
- Private Water Supplies
- Statutory Nuisance (including noise, light, smoke, odour, etc)
- Public Health Funerals
- Hoarding and Filthy and Verminous Premises
- Public Health Funerals
- Licensing applications
- Planning applications

Processing activity

It is necessary for us to collect and hold personal information about you for us to deliver our service.

We will process 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
- To serve Fixed Penalty Notices and Enforcement/Investigation Notices
- To issue Environmental Permits
- Process financial transactions 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 includes:

- Full Name
- Date of birth
- Nationality
- Address
- Telephone number
- Email address
- Organisation details and activities

- Photographic, video, and audio recordings (including call recordings, noise app, sound press levels and Body Worn Camera Footage)
- Property ownership
- Reports of your actions/behaviours
- Records of Nuisance diaries
- 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 the Environmental Protection Team 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.

Reasons for processing

Some of the information that is collected and shared is classified as:

- Special category personal data;
- Criminal convictions and offences (including alleged offences).

This is processed for reasons of substantial public interest under the laws that apply to us (see above) where this helps to meet our broader social obligations such as where it is necessary for us to fulfil our legal obligations and regulatory requirements. We have a Data Policy that sets out how this information will be handled.

Data processor

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 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:

- Partnership One
- Co-Op Funeral Care
- Finders International
- AGS One Pest Control
- Julie Coxon Consulting Services

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, MHCLG, HM Revenue and Customs, DWP, Ministry of Justice, and the Cabinet Office
- Police, Social Services and KFRS
- Other agencies including Environment 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)

Anonymisation

Your personal information may be converted ('anonymised') into statistical or aggregated data in such a way that ensures that you cannot be identified from it. Aggregated data cannot, by definition, be linked back to you as an individual and may be used to conduct research and analysis, including the preparation of statistics for use in our reports.

Right to object

Where processing your personal information is required for the performance of a public interest task (see our lawful bases above), you have the right to object on 'grounds relating to your particular situation'. We will have to demonstrate why it is appropriate for us to continue to use your personal data.

Changes to this Privacy Notice

We review this Privacy Notice regularly and will place updates on our website. Please refer to our Corporate Privacy Notice for further details of how we process your personal information and for details on your additional rights.

Retention

We keep your personal information for the minimum period necessary. The information outlined in this Privacy Notice will be kept for in accordance with our Retention Policy or contractual requirements. All information will be held securely and disposed of confidentially.

Please refer to our Corporate Privacy Notice at www.dover.gov.uk/corporate-information/retention-schedule.aspx for further details of how we process your personal information and your rights.