

Service Area and contact details

Service Area:	Law & Regulation
Contact Details:	Jonathan Keen
Privacy Notice Name:	Regulatory Services (Environment & Community) General Privacy Notice

Source and categories of information being processed

This section is only relevant if personal data has been obtained from a source other than yourself (the data subject).

Newport City Council has obtained the following categories of your personal data:

Depending on the nature of the function or service being provided, we may have obtained any or all of the following categories of personal data: Full name, address, date of birth, email address, phone number/s, your address as provided to other bodies (e.g. Land Registry) or other Newport City Council departments (e.g. Council Tax).

We have obtained your information from:

Depending on the nature of the function or service being provided, we may have obtained your information from your tenant, customer, employee, external organisations (e.g. Land Registry), other Newport City Council departments (e.g. Council Tax), other local authorities.

Purpose and legal basis for using your information

Here, we will explain the reason why we have collected your personal data and the reasons for processing.

Our legal basis for processing your information:

We have a statutory obligation to process your personal data

Further details about our legal basis for using your information and the purpose of processing:

We have a statutory obligation to investigate or otherwise deal with relevant service requests, complaints or breaches of legislative requirements. We will process your information as necessary to prevent or detect crime, and/or to provide statutory public health and regulatory functions.

The right to withdraw consent

If we are relying on your consent to process your data, you have the right to withdraw your consent to this processing at any point. To do so, please contact the person named at the top of this privacy notice.

(Only relevant to consent based processing)

You must provide us with the information we need to deliver the service, if there is either:

- a) A contractual obligation to do so, or
- b) A statutory obligation to do so.

(Only relevant if the lawful basis for processing is the performance of a contract or Public duty/task obligation)

The consequences of not providing the information are as follows:

If you do not provide us with the information we require to deliver the service or statutory function, we may not be able to provide you with the service you have requested.

Where we are using your information obtained from other sources to require you to provide us with further information, there may be a legal requirement for you to provide the information. If this is the case, this will be made clear and the legal penalties for not complying will also be explained. Generally there are legal penalties available when withholding information will prevent us delivering statutory duties.

Special Category Data

(Only relevant if special category data is being processed)

Sometimes we process special category which is afforded more protection under the Data Protection Act. This is because special category data is deemed to be more sensitive. If we are processing your special category data then we need to establish a further lawful basis for processing, and we have highlighted this below:

There is public interest in the area of public health (e.g healthcare standards, medical treatments)

Sometimes we may ask you about your health or medical data, together with the details of any injuries or illness sustained in order to assist in investigations required around environmental health standards and regulatory functions.

Automatic decision making/profiling

(Only relevant if we are making an automated decision on a data subject)

Sometimes we use computers or technology to help us make decisions about the service we offer you. Below are the details of what decision making or profiling systems we have used, and how the decision was made:

N/A

Who will have access to your personal information?

Newport City Council is the data controller and the Data Protection Officer is:

Digital Services Manager
Email: information.management@newport.gov.uk
Tel: 01633 656656

Other data controllers may also be responsible for your information, depending on the specific circumstances. Please contact the service area for further information.

The main users of your personal information are:

Officers of Regulatory Services, Newport City Council.

We may share your information within Newport City Council:

Your information may be shared with Legal Services, Newport City Council if regulatory enforcement action is appropriate. We will share information with other Council departments in order to detect or prevent crime.

We may share your information with other, external organisations:

Your information may be shared with other external organisations in order to prevent or detect crime and also to assist them to deliver their statutory functions.

We will release your information to organisations where we are required to by legislation e.g. HMRC.

Where an organisation is delivering a statutory function for the Council, we will share your information with that organisation e.g. Rent Smart Wales.

Newport City Council may share your data with other organisations for the purpose of the prevention and detection of fraud. For further information about the National Fraud Initiative please click here;

<http://www.newport.gov.uk/en/Council-Democracy/About-the-council/National-Fraud-Initiative.aspx>

Sometimes we use the specialist help of other organisations/companies to process your data on our behalf. These companies are known as ‘data processors’. In processing your data, we use the following data processors:

N/A

**Details of any international transfers of your personal information:
(if applicable)**

N/A

Requests for information

All recorded information held by Newport City Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act.

If you would like to request a copy of the personal information that we hold about you, you can request to have a copy of our **Personal Information Request Form** here:

information.management@newport.gov.uk

If you would like to submit a Freedom of Information Request/Environmental Information request to us, you can submit your request to us here:

www.newport.gov.uk/FOI

Your Rights

The Data Protection Act gives you a number of rights. Please note that not all of these rights are absolute and we will need to consider your request upon receipt. You have the right to request:

- a) to have your data rectified if it is inaccurate or incomplete;
- b) to have your data erased;
- c) to restrict the processing of your data;
- d) to exercise your right to data portability;
- e) to object to the processing for the purposes of direct marketing, profiling and automated decision making.

In all instances, please submit your request to:

information.management@newport.gov.uk

Complaints Procedure

If you are unhappy with the way Newport City Council is using your data, you have the right to complain to us. If you would like to do this, please contact us by sending an e-mail to this address;

information.management@newport.gov.uk

If you are not content with the subsequent outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Council's complaints procedure. The Information Commissioner can be contacted at:

The Information Commissioners Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire
SK9 5AF.

How long will we retain your information?

Details of retention period

We will retain your information within Regulatory Services records for 7 years. Your information may be retained by other organisations for a different period of time and Council officers may have direct access to this information from databases operated by those organisations.