

Privacy Notice (How we use your information)

Public Protection – Pollution & Noise Control

This privacy notice covers individuals that make enquiries to the Pollution and Noise Control service and those we investigate. We collect personal data at the start of and during the investigations we conduct at the request of the service users, so we can gather evidence and act regarding those issues. Some evidence is submitted directly to us and other evidence is gathered via technology or officer observation.

The categories of information that we collect, process, hold and share include:

- Personal information such as name, telephone number, email, audio recordings (made by the service user), GPS data (if using the Noise App) and postal address.

Why we collect and hold this information

We use this personal data in order to:

- Provide you with feedback and updates about service relating to your enquiry;
- Provide you with the support you need to help us deliver our services;
- Enable us to carry out specific functions for which we are responsible;
- Assess the quality of our services;
- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services.
- The investigation of crimes and other environmental issues for which we have responsibility for enforcing.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

6(1)(e) We need it to perform a public task.

6(1)(c) – legal obligation

In order to do this work, we also need to collect some special category data. This is personal data that needs more protection because it is sensitive. Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing special category information are

9(2)(g) Reasons of substantial public interest (with a basis in law)

We process offence data in line with Schedule 1, part 2, Data Protection Act 2018

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to:

- Environmental Protection Act 1990
- Anti-social Behaviour, Crime and Policing Act 2014

How we store your personal information

Your information is safely stored on Kirklees Council's secure network drives.

Information collected through the Noise App is stored by the provider until it is downloaded onto our own servers (we aim to do this within 5 days of it being collected). The provider will not retain any copies of the data after we have downloaded it. Your Noise App account is automatically deleted after 12 months of inactivity.

We keep your data for 6 years. We will then dispose of your information by manually deleting it.

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To safeguard vulnerable children and young people;
- To develop national policies;
- To manage local authority performance;
- To administer and allocate funding;
- To identify and encourage good practice.

We may routinely share this information with:

- Other services within the Council such as Legal Services, Operational Services, Public Health, Customer and Exchequer Services;
- Housing partners such as Kirklees Neighbourhood Housing and other Registered Social Landlords operating in Kirklees;
- Investigative, enforcement and legal system partners such as Police, His Majesty's Courts and Tribunal Service; HMRC; WY Trading Standards, Health and Safety Executive, the Environment Agency;
- Emergency services such as West Yorkshire Fire and Rescue Service;
- Local Health Authorities & Other NHS Organisations, Yorkshire Water Authority, Public Health England, RSPCA, NSPCC, Age UK, Local Authority Elected Members.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

If you would like further information about how we manage your data, please see the [Kirklees Council privacy notice](#).

If you would like further information about this privacy notice, please contact:
pollution@kirklees.gov.uk

We use NoiseApp to help progress your complaints and to gather evidence. Our provider asks that users also read their terms of use [View Licence | My Account \(rheglobal.com\)](#)[View Licence | My Account \(rheglobal.com\)](#).

If we have given you access to the NoiseApp please refer to the letter we sent you at the time.

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.