

Pest Control

Privacy Notice (How we use your information)

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

- personal information (such as name, address, contact numbers)
- Council Tax Reduction benefit reference number (where applicable)

Why we collect and use this information

We use your data to:

- enable us to carry out specific functions, via an external contractor, for which we are responsible
- enable us to pass your details to our contractor to carry out pest control services for functions for which we are not responsible
- enable us to assess your application for a reduced rate service
- derive statistics which inform decisions such as level of service provision

The lawful basis on which we use this information

We collect and use this information for the purposes of carrying our statutory functions under the Prevention of Damage by Pests Act 1949.

Collecting this information

Whilst the majority of the information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the data protection legislation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Storing this information

We hold your data for three years following the completion of your case.

Who we share this information with

We routinely share information with:

- Our preferred service provider, currently Monitor Pest Control.

Why we share this information

We share data with our preferred service provider on a statutory basis under Prevention of Damage by Pests Act 1949. This data sharing enables us to provide an appropriate service.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information please contact the Council's Data Protection Officer at foi@tmbc.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress;
- prevent processing for the purpose of direct marketing;
- object to decisions being taken by automated means;
- in certain circumstances, have personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Further information

If you would like further information about this privacy notice, please contact Adrian Stanfield, the Council's Data Protection Officer at foi@tmbc.gov.uk.

The Council collects and uses personal information for a number of purposes across all of its departments and functions. To find out more about how the Council uses the personal information it collects, please refer to the Corporate Privacy Notice www.tmbc.gov.uk/privacy-notice

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