

Privacy notice for Property Services



Personal data held by Property Services

In order to deal with land and property transactions and projects, Health and Safety issues, insurance claims, CCTV related enquiries and to take room hire bookings, it is necessary for us to collect and hold personal information. This information may include:

- Basic personal information such as name, address, telephone number, email address
- Financial information
- Information relating to insurance claims including names, addresses, contact details, medical information, age and gender
- CCTV subject access request data
- Contract information - such as name, address, telephone number, email address

Who is processing my data?

All personal data held is processed in accordance with data protection law. The data controller is Wychavon District Council.

How will we use the information we hold about you?

We will collect information about you (where applicable):

- To deal with land and property transactions and projects
- To deal with queries and correspondence in relation to property or property services function
- To take room bookings and deal with event hiring
- To make health and safety incident reports
- In relation to insurance claims
- In connection with CCTV records

What is the legal basis for us to process your data?

The legal basis for processing the data is:

- Carrying out of a contract to which you are a party
- In the public interest or in the exercise of official authority

Who we will share your information with

We may share your information with partner organisations, including:

- Other public bodies, including the Health and Safety Executive and Police
- Government agencies
- HM Land Registry
- External auditors
- Our insurers
- Our contractors

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How long do we keep your records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept in accordance with our retention schedule. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to The Data Protection Officer, Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT or via email, SAR@wychavon.gov.uk or SAR@malvern hills.gov.uk. For further information about CCTV please see www.wychavon.gov.uk/code-of-practice

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact Meesha Patel, Legal Services Manager at Wychavon and Malvern Hills District Council shared Legal Service, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>