

Privacy Notice - Noise and other statutory nuisance investigations

The Council will seek to process that data deemed necessary for the investigation of statutory nuisance or anti-social behaviour- this data will be restricted to personal data and is called data processed for the Exercise of Official Authority. We will not seek to process any other special category data about you and will not use this data for any marketing purposes.

Additionally, we may process your personal information for the following reasons-

- Research related to service development

The Council will seek to minimise the data it collects and processes so that only that data which is necessary is used. All data will be retained in strict accordance with the Council's Data Retention Schedule, in most circumstances the retention period will be 7 years.

Sharing of personal data

The Council will not routinely share the data it collects, however in certain circumstances it may share data with third party agencies where this is deemed necessary for the purpose of prevention of crime and disorder or health protection, or this data may be requested. This may include police services, adults and children's social services / Health Authorities and Registered Social Landlords. Your data may also be shared with other departments within the Council if it is necessary to involve these teams in the investigation of your complaint.

How you can, update or correct your information

The accuracy of your information is important to us; if you change your address or if any other information we hold is inaccurate or out of date, please email us at environmentalhealth@sthelens.gov.uk

Your data rights

You retain the following rights regarding your data:

- Right of access (you may make a Subject Access Request)
- Right to rectification (we must correct inaccurate or incomplete personal data)

Concerns or complaints

If you are concerned about how your data is being processed you can contact the Council's Data Protection Officer at dataprotection@sthelens.gov.uk.

You also have a statutory right to complain to the Information Commissioner's Office at the following address:

The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Tel: 0303 123 1113 Online: <https://ico.org.uk>