

## **Privacy Notice for Pest Control**

**Reviewed Nov 2021  
V1.0**



# **Pest Control Service**

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at [www.bolton.gov.uk](http://www.bolton.gov.uk)

This notice provides additional privacy information for:

- People accessing the Pest Control Service
- Partners working with Bolton Council

It describes how we collect, use and share personal information about you

- In relation to the Pest Control service
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used.

## **Purposes**

We collect your personal information for the following purposes:

- Ensure that appropriate pest control resources are targeted to your property
- Ensure return visits are logged if appropriate

## **Categories of personal data**

In order to carry out these purposes we collect and obtain:

- Your name
- Your address
- Your contact number
- Your email address

## **Legal basis for processing**

The legal basis for processing your personal information is:

-In the public interest or in the exercise of official authority (Article 6 General Data Protection Regulation)

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

## Information sharing/recipients

We may share personal information about you with the following types of organisations:

- Bolton at Home (only for Bolton at Home tenants)

We will not normally share your information with organisations other than our partner organisations; 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. Only the minimum information for the purpose will be shared.

As well as information collected directly from you, we also obtain or receive information from:

- Housing standards
- Environmental health

If there are wider concerns outside the customer's property or issues within your property which may affect neighbouring properties.

## Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

## Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

## Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at [information.security@bolton.gov.uk](mailto:information.security@bolton.gov.uk).

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

## Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details