

# **Bolton Council**

**Neighbourhood Services Privacy Notice**

**V1.0**

**Reviewed Nov 2021**

**Important Information:**

This Privacy Notice provides additional information for people accessing Neighbourhood Services. It is important that you read this Privacy 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 depending on the service used.

Bolton Council are the data controller for the personal data we collect from you. Under the UK General Data Protection Regulation, this Privacy Notice provides you with information.

If you do not provide us with the information that we request, we may be unable to deal with your complaint, or query, or carry out any investigations on your behalf.

## **Neighbourhood Services:**

We liaise with local people and involve neighbourhoods in giving them a say in how we can improve our services.

Keeping our neighbourhoods safe is our top priority, and therefore, we carry out joint - partnership working with other key agencies, such as, the Police, Social Services, NHS, and the Fire Service etc. to help keep our neighbourhoods safe.

Consequently, information sharing is essential to help develop and improve our local neighbourhoods.

## **How is your personal information shared/processed?**

In accordance with Schedule 2 part 1 of the Data Protection Act 2018, your information may also be shared with other Local Authorities' Enforcement Agencies to investigate taxation or crime.

Information will also be shared in the courts, and publicly if you act as a witness in a court of law, or if Bolton Council is taking criminal proceedings against you, that may lead to a Fix Penalty Notice, or a prosecution.

## **We may share your information with -**

Social Services

Youth & Community Services

NHS Medical Staff

Police

National Anti-Fraud Network

Greater Manchester Fire Service

Other Council Departments

Other Local Authorities

Home Office

HMRC

RSPCA

Any other relevant organisations

## **Information sharing/recipients**

As well as information collected directly from you, we also obtain or receive information from: Police, other Local Authorities, HMRC, Solicitors, Court, other departments within the council, and other relevant organisations.

## **Our list of services**

**Our Neighbourhood Services Department carries out a variety of services, including,**

Investigating fly-tipping offences

Investigating littering offences

Investigating trade waste offences

Arranging collections of abandoned commercial waste bins

Investigating abandoned vehicles

Investigating anti-social behaviour

Investigating dog fouling offences

Investigating complaints regarding dangerous dogs and banned dog breeds

The issuing of Legal Notices and Fixed Penalty Notices

Street cleansing, including the continuous cleaning of the town centre

Carrying out regular cleaning of our parks and streets, including adopted roads and paths

Removal of waste from council land

Emptying of public litter bins on a weekly basis

Getting Involved with voluntary neighbourhood clean-ups

Ground maintenance, including parks, play areas, woodlands, fields, grass verges and hedges

Trees and landscaping design and maintenance

Pest control

## **The need to collect personal information**

All Local Authorities have a responsibility to carry out their statutory functions to help keep their boroughs and members of the public safe.

## **Data collected from Bolton Council's Neighbourhood Services is essential to –**

Investigate criminal offences under various legislation e.g., where a member of the public may act as a witness in criminal proceedings, or you are the defendant in a criminal case

Investigate a variety of complaints or queries where we need to contact a complainant for further information

Issue Fixed Penalty Notices

Issue Legal Notices

Issue any contracts between you and Bolton Council

Meet statutory functions

# **There is a variety of legislation that Neighbourhood Services use to collect and process your personal data?**

UK General Data Protection Regulation/Data Protection Act 2018

Environmental Protection Act 1990, including, (the Unauthorised Deposit of Waste Regulations 2016).

Environment Act 1995

Clean Neighbourhood and Environment Act 2005 Anti-Social Behaviour

Act 2003

Anti-Social Behaviour, Crime and Policing Act 2014, (including, issuing of Community Protection Notices).

Animal Welfare Act 2006

The Microchipping of Dogs Regulations 2015



Dangerous Dogs Act 1991 s.1&s2.

Dangerous Dogs Act 1871 s2.

## **How long does Bolton Council retain your personal data?**

Personal information and other information held at your request is retained 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.

### **Personal information collected, may include -**

Full name

Date of birth

Private address, including postcode

Personal email address

Telephone number

Nationality

I.P. address if you have accessed any Bolton Council Online Services.

Information regarding your complaint, or a criminal offence. Photographs/CCTV /

Video Footage

## Your rights:

You have a legal right to -

access any information, we hold about you  
correct any wrong personal information, we hold about you have any personal  
information deleted if requested  
prevent your information from being processed/shared

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.

## **Our contact details**

Neighbourhood Services

Ellesmere House

Ellesmere street

BL35DT

[neighbourhoodservicesinbox@bolton.gov.uk](mailto:neighbourhoodservicesinbox@bolton.gov.uk)

## **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.