



## **Privacy Notice (How we use your information)**

### **Public Protection – Pollution & Noise Control**

#### **Alarm Notification**

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

- Personal information (such as name, telephone number, email and postal address) of the data subject i.e. the person notifying us of the alarm & the same personal information of the nominated key-holder(s)

#### **Why we collect and hold this information**

We use this personal data in order to:

- To contact the data subject and nominated key holder in the event of a misfiring intruder alarm
- To investigate complaints and enquiries within the remit of legislation delegated to the Service
- Enable us to carry out specific functions for which we are responsible;
- Assess the quality of our services;
- Evaluate and improve our performance;
- Derive statistics which inform decisions about future delivery of services.

#### **The lawful basis on which we use this information**

We collect and process information about you under the lawful basis of consent.

#### **Storing this information**

We will hold the information about you securely, and for no longer than reasonably necessary in accordance with our retention schedule. We will hold it for the length of time it takes to process your request, complaint or issue in order to satisfy/conclude the reason(s) Public Protection were contacted in the first instance and we keep a history of complaints for a reasonable length of time for the purpose of good complaint investigation.

#### **Who we share this information with**

We may routinely share this information with:

- Other services within the Council such as Legal Service, Operational Services, Public Health, Customer and Exchequer Services.
- Other partners such as Kirklees Neighborhood Housing and other Registered Social Landlords, Police, West Yorkshire Fire and Rescue Service,
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## **Why we share this information**

**We may share information within Kirklees Council and our partners in order to satisfy / conclude the reason(s) Public Protection were contacted in the first instance.**

**We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.**

## **Further information**

**If you would like further information about how we manage your data, please see the privacy notice for Kirklees Council at <http://www.kirklees.gov.uk/privacy>**

**If you would like further information about this privacy notice, please contact: [CEIG@kirklees.gov.uk](mailto:CEIG@kirklees.gov.uk)**

**If you have any worries or questions about how your personal data is handled, please call the Data Protection Officer at [DPO@kirklees.gov.uk](mailto:DPO@kirklees.gov.uk) or by ringing 01484 221000.**