**Privacy Notice for the investigation of complaints of anti-social behaviour and subsequent monitoring**

**What this document is for**

This privacy notice provides details on how we, Broadland District Council and South Norfolk Council, use your personal information for the purposes of dealing with complaints made to us in relation to a variety of anti-social behaviours and complaints of Statutory Nuisance. Examples of these would include noise, odour, light. This also relates to contact made directly to the Council and via the third-party *Noise App* supplied by RHE. By submitting recordings of noise that you deem to be anti-social or a nuisance to the council via the Noise App, you are consenting to the following use of your data.

By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

The Councils are what is known as the ‘Data Controller’ for your data, and act as independent, sole data controllers. The Data Controller is determined by the District that you live in.

**Further details**

We also provide the following details in our [general privacy notice on our website](https://www.broadland.gov.uk/downloads/download/528/data_protection_and_gdpr):

* Your rights under the UK General Data Protection Regulation (the UK GDPR) and how to exercise them;
* How to make a complaint and contact our Data Protection Officer; and
* How to contact the regulator, the Information Commissioner’s Office

[South Norfolk Council](https://www.south-norfolk.gov.uk/about-us/data-protection) [Broadland District Council](https://www.broadland.gov.uk/downloads/download/528/data_protection_and_gdpr)

**What we use your information for**

If you are the person complaining, we may use the information about you to:

* investigate and determine your complaint;
* contact you about the complaint and update you of progression of it, including the final outcome;
* discuss the complaint with a third-party organisation (detailed further in this Notice);
* if applicable, make your social landlord aware of the complaint and discuss the complaint if necessary.

If you are the subject of a complaint, we may use the information to:

* investigate and determine a complaint about you / your property
* contact you about a complaint and progression of it, including the final outcome
* discuss the complaint with a third-party organisation (detailed further in this Notice)
* issue statutory and formal Notices, such as a Noise Abatement Notice, Community Protection Warning/Notice, and monitor compliance.
* Consider and take action, where necessary, to secure compliance with the Notices referred to above
* if applicable, make your social landlord aware of the complaint and discuss the complaint if necessary

We also use information to review the service and ensure it is efficient.

**What personal data we collect and use about you**

We will collect and use:

* Contact Information - this could include your name, property address, email address, and telephone numbers
* If you have made a complaint, we may collect information about how the problem is impacting your quality of life and the way you enjoy your home. This could include health data
* If you are the subject of the complaint, we may collect information relating to yourself in relation to the cause of the complaint
* Noise recordings may record identifiable voices (including conversations).

**Who provides this information**

We receive most of this information from you, but we may also obtain some of this data from:

* Noise App
* Your social landlord, if applicable
* Norfolk Constabulary
* Any other third party such as a local authority or public organisation

**Who we share your information with**

We always try to maintain the confidentiality of complainants when dealing with complaints, however due to location of some issues, this is not always possible. We will not divulge the identity of a complainant to the individual that is the subject of the complaint.

Information may also be shared externally with Norfolk Constabulary and other agencies in order for the Council to carry out their statutory duties. Apart from where previously stated, we do not pass your details to third parties unless we are lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes**.**

Social Landlords have legal obligations with respect to anti-social behaviour and we may share information with them if we feel it is pertinent, or we will advise complainants to contact a social landlord.

We may also use the information provided to us to suggest referrals or to signpost you to other departments within the councils and other organisations (including those located within the Help Hubs) to assist you. This can include (but is not limited to):

* Debt and Welfare Advice
* Community Activities
* Registered Housing Providers
* Norfolk County Council, including Children’s Services and Adult Social Care
* Health and Mental Health services

We will always seek your consent to making such a referral unless we feel that to do so would put an individual or family at risk of serious harm.

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 the law protects you and the legal basis for processing your information**

We have legal grounds under the GDPR to process this information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law under the Environmental Protection Act 1990 or the Anti-Social Behaviour, Crime and Policing Act 2014. Dealing with noise and anti-social behaviour complaints is a statutory function of the Council.

**How long will we keep your personal information for**

We keep records of complaints made to us for 7 Years, after the case has been closed. This record includes details of those who have complained and those that are subject of a complaint. This record will also include a summary of the complaint, the investigation of the complaint and any action taken by the Council.

If we need to use your information for research or reports, your information will be anonymised. The information will continue to be used in a summarised and anonymised form in any reports or papers that are published. The anonymised information in the papers may be of historic interest and may be held in public archives indefinitely.

**How we keep your information**

The information is stored electronically, on the Council’s network including records management systems and in paper files. Recordings submitted via the Noise App are held on this platform.

**Changes to this notice**

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated March 2025.