# Privacy notice for Pavement Licensing

## What this document is for

This privacy notice provides details on how Broadland District Council or South Norfolk Council, use your personal information for the purposes of licensing and enforcing pavement licences under the Highways Act 1980 and the Business & Planning Act 2020. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

Each Council is what is known as the ‘Data Controller’ for your data, and act as independent, sole data controllers. The Council that you apply to is the ‘Data Controller’ for your personal data for the duration of your licence.

## Further details

We also provide the following details in our general privacy notice on our websites (please follow relevant link below to access these)

* 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.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection) [Broadland District Council](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/broadland-district-council-data-protection)

## What we use your information for

The Council will use your information to:

* Process applications to issue licences
* Take payments for applications
* Investigate complaints, intelligence reports and incident reports
* Undertake enforcement action, where necessary
* Offer advice
* Provide information about updates to legislation and guidance

## What personal data we collect

We may collect the following personal information about you:

* Full name
* Address
* Contact details including telephone number and email address
* Signature if provided
* Third party public liability insurance

## Who provides this information

We receive information from individuals themselves. We may also obtain some of this data or request confirmation from the following agencies where relevant:

* Other officers of the local authority
* Norfolk Constabulary
* Norfolk County Council Highways
* Counter Terrorism Security Agency
* Relevant town/parish council
* Complainants

## How we share your information

We may share your information with the following:

* Other officers of the local authority
* Norfolk Constabulary
* Legal providers
* Norfolk County Council Highways
* Counter Terrorism Security Agency
* Relevant town/parish council
* Public consultation
* At least one local disability rights group

The Councils enable individuals to submit applications online, via Victoria Forms. If this facility is utilised, your information will be processed by Victoria Forms as the Council’s Processor.

In some cases, such as for the prevention and detection of crime, we are legally obliged to share information with other agencies.

## How the law protects you and the legal basis for processing your information

We have legal grounds under the UK 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, as detailed elsewhere in this Notice.

## How long will we keep your personal information for

The information you provide necessary for our statutory obligations will be held securely by us for a period of no longer than two years plus current year following the expiration of the licence.

The information you provide via Victoria Forms when you complete an online application via the Council website will be stored on behalf of the Councils by Victoria Forms for 90 days.

## How we keep your information

The information is stored electronically for both Broadland District Council and South Norfolk Council, on the Council’s network, in hard copy for Broadland District Council and by Victoria Forms.

## 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 in March 2025.