Privacy notice for Pest Control

**What this document is for**

This privacy notice provides details on how South Norfolk Council use your personal information for the purposes of conducting and providing a pest control service to customers. The Council acts as an independent, sole data controller for your personal data.

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

**Further details**

We also provide the following details in our [general privacy notice](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection) on our website:

* 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

**What we use your information for**

South Norfolk Council will use your information to contact and visit you regarding your pest control contract or, particularly in order to undertake treatment at your property. Contact will be either by email or phone call.

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

We will collect and use the following information in relation to yourself:

* your name
* preferred contact information - email address or/ and telephone number
* property address
* confirmation of any benefits received for associated discounts
* details (including location) of the pest
* Payment details

**Who provides this information?**

We receive this information from you when you.

**How we share your information**

We will not share your personal data with any outside third parties and it will only be used internally, by the Council.

**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 contract.

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

We will hold your personal data for 3 years after the service has been completed.

**How we keep your information**

The information is stored electronically on a general council database.

**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 last updated in February 2025.