# South Norfolk Council General Privacy Notice

This Privacy Notice tells you what to expect when South Norfolk Council collects your personal data.

**1. Who we are?**

Under Data Protection Legislation South Norfolk Council is a Data Controller. This means we are responsible for deciding how we process personal data by making decisions about the data we process and how this will be processed (for example, how it is collected, held, used and disclosed).

South Norfolk Council is a registered district council whose office is based at The Horizon Centre, Peachman Way, Broadland Business Park, Norwich, NR7 0WF.

**2. About Data Protection Legislation**

South Norfolk Council complies with relevant ‘data protection legislation’. Data Protection Legislation means the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR) and any national implementing laws and secondary legislation, as amended or updated from time to time, in the UK, and any other successor legislation and all other applicable data protection law. Data Protection Legislation also includes the Privacy and Electronic Communications Regulations.

**3. Why We Collect Information**

South Norfolk Council processes information to enable us to provide a range of goods and services. We lawfully process this information in line with Data Protection Legislation.

We use your personal data to:

* Provide District Council services and anything we must do by law
* carry out regulatory, licensing and enforcement roles
* Make payments, grants and benefits
* Assess how much you must pay towards your District Council services if a charge is made for a service, and collect it.
* Deal with complaints
* Review and improve our delivery and provision of services (including for the purposes of internal audit)
* Tell you about District Council services
* prevent or detect crime and fraud

Further details of what information we collect in relation to specific Council services can be found in our ‘[Privacy information about specific Council Services’](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection) section of our website.

**4. What information do we collect?**

We will only collect relevant personal information about you. Furthermore, when we collect this data we will detail how long we will retain this data for or the criteria used to make this decision.

Personal information can include, but is not limited to, your name, address, email address, details about the service/s we provide you, telephone number, date of birth, and bank details etc which can be found within records that the Council holds which may include electronic records, letters, emails, photographs, audio recordings and video recordings.  It does not include information where the identity has been removed and you cannot be identified by this information and by any other information held by the Council (anonymous information).

In some cases, you may be under a statutory or contractual obligation to provide information to the Council.  Further details of what information we use your data for in relation to specific Council services can be found in our ‘[Privacy information about specific Council Services](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection)’ section of our website.

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

The GDPR and DPA place a legal obligation on us to process your personal information in accordance with the following data protection principles in that your personal data must be:

* Used lawfully, fairly and in a transparent way
* Collected only for valid purposes that we have explained to you and not used in any way that is incompatible with those purposes
* Relevant to the purposes we have told you about and limited only to those purposes
* Accurate and kept up to date
* Kept only as long as is necessary for the purposes we have told you about
* Kept securely

There must also be a lawful basis for processing personal information - a justifiable reason for us to collect, store, use and disclose your personal information.  Our lawful basis for doing so will depend on what services we are providing to you, and what type of information we process about you, for example, an additional basis is required for 'special category' data described above.

The basis we process your information may include:

* Under GDPR:
  + Necessary for the performance of a task in the public interest.

There are statutory duties placed on and statutory powers provided to the Council by various pieces of legislation including the Local Government Finance Act 1996, the Town and Country Planning Act 1990, the Homeless Act 1996, the Homelessness Reduction Act 2017, and Local Government Acts, the Localism Act 2011 and the Local Audit and Accountability Act 2014. Further details of the legislation in relation to specific Council services can be found in our ‘[Privacy information about specific Council Services](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection)’ section of our website.

* + Necessary for the performance of a contract we may have with you (for example leisure centre memberships)
  + You consent/agree to the processing. The Council will tell you if processing some of your personal data is not necessary to comply with a public task or to fulfil a legal duty or to fulfil a contract and is therefore optional.  In these circumstances, we may ask for your consent to process it. The GDPR sets higher standards in relation to obtaining your consent to process your personal information. We have an obligation to ensure that when consent is required from you it is done so in a manner which is clear and we will always tell you how you can withdraw your consent.
* Under the DPA
  + For law enforcement purposes
  + You consent to the processing

We also process special category information and information about criminal offences/convictions under the GDPR and sensitive personal information under the DPA. The grounds for processing special category and criminal convictions data under the GDPR and sensitive data under the DPA differs from the grounds set out above.  We have therefore set out our grounds for processing in relation to each Council service and this can be found in our ‘[Privacy information about specific Council Services](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection)’ section of our website, where relevant

**6. Who we share your data with**

We may share your data with other services and departments (including internal audit) within the Council so that we can keep our information on you as up-to-date as possible and so that we can review and improve our services to you.  For example, if you tell the Customer Services Team that you have moved, they will update your records and inform other parts of the Council that may be providing you with a service.

We may also share your personal data with, and receive your personal data from, organisations and individuals outside of the Council. Further detail about data sharing in relation to Council services can be found in our ‘[Privacy information about specific Council Services](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection)’ section of our website, where relevant

Additionally, your personal information can be provided to a third party contracted by the Council to provide a service to the Council or directly to you.  These service providers are known as data processors and also have a legal obligation under GDPR and DPA and to the Council to look after your personal information and only use it for providing that service.  An example of this is the Council uses a case management system operated by a data processor for its collection of council tax.

**7. Joint working**

**Broadland District Council and South Norfolk Council work in collaboration with each other and as part of this working arrangement they share officers and many of their back-office systems to realise savings and efficiencies. As a result, your data may be stored within joint systems and databases and may be used by officers of South Norfolk Council (on behalf of Broadland District Council). Your data is secure at all times and Broadland District Council remains the Data Controller and responsible for the lawful processing.**

**8. Your Rights**

Under the General Data Protection Regulation, you have a right to request the following in regards to your personal data:

* To access the information which we hold about you.
* To withdraw your consent
* To restrict processing
* To rectification of personal data where there is an error
* To erase your details from our systems
* To port your data to another organisation
* To object to the processing

These rights are not absolute, and in some circumstances, these rights may not apply or there may be an exception to one of these rights. We will clearly explain to you if one of these legal exceptions or exemptions applies.

If you would like to request any of the above, please contact the Council’s Data Protection Officer (DPO) at: [Data.protection@southnorfolkandbroadland.gov.uk](mailto:Data.protection@southnorfolkandbroadland.gov.uk)

**9. Questions or complaints**

If you have any questions about this privacy notice or how we handle your personal information, you can write to the DPO by letter to the DPO, Horizon Business Centre, Peachman Way, Norwich NR7 0WF. or by email to

[Data.protection@southnorfolkandbroadland.gov.uk](mailto:Data.protection@southnorfolkandbroadland.gov.uk)

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.  The ICO can be contacted:

* By writing to the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
* By telephoning 0303 123 1113
* Online at [**ico.org.uk/global/contact-us/**](https://ico.org.uk/global/contact-us/)

**10. Links to other websites**

Where this notice applies to information collected or processed on a website, please note this privacy notice only applies to the Council's website and ceases to apply when you leave our pages.  If you follow links to other organisations websites, even if you follow a link which we have provided, it is suggested you take the time to read the privacy notices on the websites you visit.

**11. Changes to this Privacy Notice**

This Notice was updated in February 2025.  We may amend this privacy notice at any time so please review it frequently.