

Privacy Notice for the investigation of Noise complaints

What this document is for

This privacy notice provides details on how we, South Norfolk Council, use your personal information for the purposes of investigating noise complaints. This 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 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.

Further details

We also provide the following details in our [general privacy notice on our website](#):

- Your rights under the General Data Protection Regulation (the GDPR) and
- How to exercise them

What we use your information for

We may use the information about you to:

Complainant

- 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

Subject of a complaint

- 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)
- if applicable, make your social landlord aware of the complaint and discuss the complaint if necessary

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 number
- If you have made a complaint, we may collect information about how the noise is impacting your quality of life and the way you enjoy your home.
- 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.

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. 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 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 January 2021..