# Privacy Policy

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This Privacy Policy tells you what to expect when Broadland District Council collects your personal data.

1. **Who we are?**

Broadland District Council is a registered district council whose office is based at:

The Horizon Centre, Broadland Business Park, Peachman Way, Norwich NR7 0WF.

1. **About Data Protection Legislation**

Broadland District Council complies with all relevant ‘Data Protection Legislation’. Data Protection Legislation means the Data Protection Act 2018 and the UK General Data Protection Regulation (UK 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. Data Protection Legislation also includes the Privacy and Electronic Communications Regulations as long as it is in force and thereafter any applicable legislation.

1. **Why We Collect Information**

Broadland District 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.

Examples of information collected by us include, but are not limited to, details of:

* Visitors to our website
* People who contact us by email or phone
* Customers of our services
* People who use e-billing
* Individuals who submit planning applications or who respond to planning consultations
* Housing applicants’ details
* Job Applicants and our current and former employees
* Individuals who complete Council surveys.
* People who receive information, news and offers about new and updated Council services

We do not pass on your details to any third parties unless at least one of the below criteria applies:

* You give us permission
* The Council is legally obliged to do so
* It is for the prevention or detection of crime
* It is for the prevention of fraud

**4. Processing your personal data**

**4.1 What information do we collect?**

We will only collect relevant personal information from 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.

We collect information from visitors to Broadland District Council’s website in four main ways, these are:

1. Requests for information or services via email
2. Customers creating an account on the Customer Portal
3. Requests for information via online forms
4. Feedback via an online form.

**4.2 Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

There are two kinds of cookies - *session*(set on a short-term basis and auto-deleting after a few minutes or when you close your browser), usually in order to register to a website that you are logged; and *persistent*, set by the website and stored for a longer period of time, usually used to store commonly entered information on forms (such as your name, address, and telephone number), any preferences the website might allow you to store in terms of layout and functionality, and information about your browsing habits across multiple sites.

We use the following cookies:

* **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website.
* **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
* **Functionality cookies.** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

**4.3 Online payments**

Broadland District Council is serious about guarding the security of your personal data and the details of any transactions you make, and uses encryption to safeguard your data. Our online credit and debit card processing to pay for Council services (such as Council Tax, Garden Waste Bins and Planning) is undertaken by Civica UK Ltd. The Council do not hold any credit or debit card information that you enter on their secure online payments system. This service uses Transport Layer Security v1.2 (TLS v1.2) technology, a standard supported by major internet browsers. All of your personal and payment card details are protected using strong encryption when transmitted over the internet.

**4.4 e-billing**

If you sign up to e-billing, you are agreeing to Broadland District Council using your email address to provide your council tax, garden waste and any future Council bills electronically. To ensure that you receive bills electronically, you accept that it is your responsibility to tell us if your email address changes and supply us with your new email address – you can do this by emailing [council.tax.bdc@southnorfolkandbroadland.gov.uk](mailto:council.tax.bdc@southnorfolkandbroadland.gov.uk) for council tax or [business.rates.bdc@southnorfolkandbroadland.gov.uk](mailto:business.rates.bdc@southnorfolkandbroadland.gov.uk) for business rates.

**4.5 Invest in Greater Norwich Website**

Invest Greater Norwich is a joint venture between South Norfolk Council & Broadland District Council to promote inward investment and attract national and international businesses to invest in both South Norfolk and Broadland as part of Greater Norwich.

References to “Invest in Greater Norwich” and “we” in 4.7.1 and 4.7.2 refer to both South Norfolk Council and Broadland District Council. As such, South Norfolk Council and Broadland District Council are joint Data Controllers in respect of personal data gathered through the Invest in Greater Norwich website.

4.5.1  email capture

We take your privacy very seriously. Under data protection legislation we lawfully process your personal information with your consent.

The Invest in Greater Norwich website allows you to download information related to key sectors and key site information in both South Norfolk and Broadland for which you must enter your full name and email address. We will retain your personal data collected by completing the download form for administration purposes only and will delete your details within one week of receipt. We will ensure we gain your consent for any additional communication.

4.5.2 Further contact

You can consent to receive a one-off follow up email from the Invest in Greater Norwich team. If you consent to this, we will contact you after you have downloaded the information from the website to see if we can help with further information. We will retain this data for one year from receipt of the follow up email. You can opt-out or unsubscribe from being contacted by email return to the team or [contact@investgn.co.uk](mailto:contact@investgn.co.uk)

If you have any queries please contact Nina Cunningham [nina.cunningham@southnorfolkandbroadland.gov.uk](mailto:nina.cunningham@southnorfolkandbroadland.gov.uk)

**4.6 Community at Heart Awards**

4.8.1 The data provided to the Council by the person making the nomination will be used to process the nomination and contact the person nominated if they are shortlisted. Retention of completed forms (both electronic and paper format) and contact details is determined by the success of the nomination, as follows:

* Successful nominations that are shortlisted: 2 years after announcement of award winners.
* Unsuccessful nominations: 3 months from shortlisting.

**4.7 Design & Enhancement Awards**

4.9.1 The data provided to the Council by the person making the nomination will be used to process the nomination and contact the person nominated if they are shortlisted. Retention of the nominations submitted via email and contact details of those nominating and those nominated is determined by the success of the nomination, as follows:

* Successful nominations that are shortlisted: 3 years after announcement of award winners.
* Unsuccessful nominations: 3 months shortlisting.

**4.8 Recycling**

The Council monitors the contents of bins if it is identified that there is a contamination issue or it is found that the wrong items are being placed in the bin. Letters are subsequently sent to householders advising of the issue, along with reminders of what can and cannot be placed in certain bins. If there are any issues with bins and/or their contents we may share this information with the relevant housing association or landlord.

The location and contents of fly tips will also be recorded.

Your personal data (address) in relation to this will be held securely for seven years, in line with our retention policy.

**4.9 Photographs of people on our website**

Before we use photographs where people can be individually identified we ask them to sign a form giving us permission to hold and use this data. If it is a photograph of anyone under 18 we will get permission from the parent or guardian. If it is a photograph of an older child we will were appropriate seek consent of the child.

We specifically ask for permission to use a photograph in promotional publications or videos, in press releases, and on this website. When we ask for permission to use this photograph we will:

* Tell you what we are doing with your personal data
* Explain to you what to do if you have any questions or are unhappy about our usage of the data
* Be clear with you about the safeguards in place to protect your data

We will not publish a photograph of anyone on this website unless consent has first been given. We will have copyright of the photograph and it must not be copied or used in any way without our permission.

**4.10 Links to other websites**

The Council website contains links to other websites, but this Privacy Policy only applies to our site. You should always take care when you are moving to another site and read the privacy statements of sites which collect personal information. Broadland District Council accepts no responsibility or liability for external sites.

**4.11 Keeping your data secure**

Sending information over the internet is generally not completely secure, and we can’t guarantee the security of your data whilst it is in transit.

We do however have procedures and security features in place to keep your data secure once we receive it.

1. **Your Rights**

Under the General Data Protection Regulation, you may have the right to 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 we require more information to identify relevant data we will inform you of this.

If you would like to request any of the above or have any other questions or concerns about how we collect, store and otherwise process data please contact Broadland District Council’s Data Protection Officer at:

e) data.protection@southnorfolkandbroadland.gov.uk

t) 01508 533943

Broadland District Council’s Data Protection Policy provides further information on these rights. You also have the right to lodge a complaint with the Regulator, the Information Commissioner’s Office (the ICO):

W) <https://ico.org.uk/global/contact-us/>

T) 0303 123 1113

1. **Data Controller and Data Regulator**

Under Data Protection Legislation Broadland District Council is a Data Controller, when it makes decisions about the data we process and how this will be processed.

However, in some circumstances, we may use a third party to process our information, who will often be defined under Data Protection Legislation as a Data Processor. An example may be where we contract a third party to supply us with system software.

We will always ensure that third parties agree to comply with all relevant Data Protection Legislation and with Broadland District Council’s policies.

Data Controllers are regulated by the Information Commissioner’s Office.

**7. Changes to this Privacy Policy**

This Policy was updated in June 2023 and will be updated again in March 2024 or sooner if there are any changes to Data Protection Legislation or relevant Council policies.