



# Privacy notice

## Table of contents

1. [How we use your personal information](#)
2. [Data protection law and you](#)
3. [How we collect your information](#)
4. [Categories of People we hold information about](#)
5. [Categories of Personal Information we process](#)
6. [What we use your personal information for](#)
7. [Who we share your information with](#)
8. [Our Legal Basis for processing](#)
9. [How long we keep your information for](#)
10. [Your rights as an individual](#)
11. [Cookies](#)
12. [CCTV](#)
13. [How to contact us](#)
14. [Brexit – Update](#)

## 1. How we use your personal information

If you provide information to us or through a third party, this will be held by Tandridge District Council (TDC). This privacy notice is to let you know how we look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer and the choices you give us about what communications we may send to you. This notice also tells you about your privacy rights and how the law protects you.

## 2. Data protection law and you

The General Data Protection Regulation (GDPR) exists to ensure we process your information in a manner which is lawful, only if we have a proper reason to do so and we keep you informed of what we do with your information.

If we have a business reason to process your information, to offer you goods or services this is referred to as Legitimate Interest. We also have certain legal obligations where we must process your information. Where neither of these apply we will ask your permission (consent) to collect the information and inform you how it will be used. We can also process your information under any contractual obligation if a formal contract exists.

## 3. How we collect your information

We collect your information from various sources, including our website, third parties we engage with to offer services, paper forms, correspondence, telephone & e-mail.

We collect your information when you contact us, apply for a service or enter a contract with us.

## 4. Categories of People we hold information about

We hold information about many different categories of person, to enable us to offer the full range of services to our customers. These types of people can be seen in the table below.

Type of person	Definition
Applicant	A person making an application for a service. An Applicant can apply across many services such as: Housing Management, Housing Needs, Planning, Commercial Services (eg Taxi Licensing and Burial Services), Environmental Health (e.g. premises licensing) Building Control.
Resident	A person resident within the district.
Tenant	A person who is a tenant of the Council.
Household Member	A person in the same household of somebody that is an Applicant, Resident or Tenant.
Emergency Contact	A person nominated as the Emergency Contact to anyone the Council offers a service and this information is necessary.
Wellbeing Client	A person who receives services from our Wellbeing Prescription Service.
Business Contact	A person who is a business contact, leaseholder, landlord, licensee or business rate payer.
Training Attendee	A person that attends a training course provided by the Council (e.g. food hygiene course)
Employee	An Employee of the Council.
Councillor	A nominated or elected Councillor.

## 5. Categories of Personal Information we process

This explains what all the different categories of personal information mean, which are covered by data protection law.

We use many kinds of personal information to enable us to deliver our services. They are grouped together as follows so you can see what we may know about you. We don't use all this data in the same way. Some of it is useful for monitoring and improving our services, or for providing services to you. But some of it is private and sensitive and we treat it accordingly.

Type of Information	Definition
Contact	Your name, where you live, and how to contact you.
Socio-Demographic	This includes details about your work or profession, nationality, education and other Socio-Demographic information.
Financial	Your financial position, status and history.
Transactional	Details about payments to and from your accounts with us.
Contractual	Details about the products or services we provide to you.
Technical	Details about the devices and technology you use.
Communications	Letters and e-mails you write to us, and conversations between us.
Social Relationships	Information you provide us with about your family, children, friends and other relationships.
Documentary Data	Details about you which are stored in documents in different formats, or copies of them. This could include things like your passport, drivers licence, applications, or birth certificate.
Special categories of data	The law and other regulations treat some types of personal information as special. We will only collect and use these if the law allows us to do so: <ul style="list-style-type: none"> <li>• Racial or ethnic origin.</li> <li>• Religious, political or philosophical beliefs.</li> <li>• Trade union membership.</li> <li>• Genetic and bio-metric data.</li> <li>• Health data.</li> <li>• Data related to sex life or sexual orientation.</li> <li>• Criminal records of convictions and offences.</li> <li>• Allegations of criminal offences.</li> </ul>

	You can read how we may use special types of data in the table 'How the law protects you'.
Consents	Any permissions, consents, or preferences you give us. This includes things like how you want us to contact you, whether you get paper statements, or prefer large print formats.
National Identifier	A number or code given to you by a government to identify who you are, such as a National Insurance number or social security number, or Tax Identification Number (TIN).
Audio data	Audio data recorded by residents using the Noise app.

## 6. What we use your personal information for

We offer a large range of services; these are detailed below so you can see what we do with your information.

Department	Core activities
Amenities and Parks	<ul style="list-style-type: none"> <li>• Maintain and continually improve Tandridge District amenities and parks.</li> <li>• Ensuring amenities and parks are safe and compliant.</li> </ul>
Building Control	<ul style="list-style-type: none"> <li>• Building Control processing.</li> </ul>
Commercial Services	<ul style="list-style-type: none"> <li>• Manage taxi licensing.</li> <li>• Manage burials and cremations.</li> <li>• Manage disabled car driver badges.</li> <li>• Maintenance of housing stock.</li> </ul>
Community Call Monitoring	<ul style="list-style-type: none"> <li>• Respond 24/7 to calls from the vulnerable and elderly.</li> </ul>
Customer Services	<ul style="list-style-type: none"> <li>• Resolve customer enquiries at first point of contact to the council or refer to correct service if necessary.</li> <li>• Sending of newsletters and notifications.</li> </ul>
Democratic Services	<ul style="list-style-type: none"> <li>• Undertake public service function and support the democratic process.</li> </ul>
Elections	<ul style="list-style-type: none"> <li>• Facilitate and administer local and national elections.</li> </ul>
Emergency Housing Response	<ul style="list-style-type: none"> <li>• Arranging for out of hours response for Council tenants experiencing an emergency situation in the home e.g. an uncontrollable leak.</li> </ul>
Emergency Planning	<ul style="list-style-type: none"> <li>• Perform the statutory functions of the Council in relation to emergency planning and/or public health emergencies.</li> </ul>
Environmental Health	<ul style="list-style-type: none"> <li>• Enable the council to perform its statutory functions in relation to the Health and Safety compliance in the district of Tandridge.</li> <li>• Enable the council to perform its statutory functions in relation to the Licensing compliance in the district of Tandridge.</li> <li>• Provide Food and Hygiene training to grant certification on behalf of the Chartered Institute of Environmental Health.</li> </ul>
Finance	<ul style="list-style-type: none"> <li>• Financial management of the Council.</li> </ul>
Housing Benefits	<ul style="list-style-type: none"> <li>• Processing claims for Housing Benefit rent payments and Council Tax support.</li> <li>• Enable the assessment process for claims according to the prescribed legislation.</li> </ul>
Housing Estates Management	<ul style="list-style-type: none"> <li>• Manage and deliver landlord services.</li> <li>• Respond to and investigate reports of noise nuisance in residential premises.</li> </ul>
Housing Needs	<ul style="list-style-type: none"> <li>• Deliver timely and accurate housing advice.</li> <li>• To manage a register of individuals seeking affordable housing and allocate from it.</li> </ul>
Legal	<ul style="list-style-type: none"> <li>• Perform and fulfil the legal functions of the Council.</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Perform statutory planning functions of the Council including but not limited to: <ul style="list-style-type: none"> <li>○ Assessment and if relevant, collection of Community Infrastructure Levy, Section 106 payments and other infrastructure contributions.</li> </ul> </li> </ul>

Policy Team	<ul style="list-style-type: none"> <li>Local charity lottery</li> <li>Provide a community transport service.</li> <li>Consult with residents on emerging council policy.</li> <li>Plan and prepare to mitigate emergencies affecting individuals and businesses.</li> <li>Perform the statutory flood risk management functions of the Council.</li> </ul>
Private Sector Housing	<ul style="list-style-type: none"> <li>Maintaining standards and resolving disputes in private sector housing stock.</li> <li>Provision of adaptations &amp; repairs for vulnerable people.</li> <li>Maintaining standards and resolving disputes in private sector housing stock.</li> </ul>
Property Services	<ul style="list-style-type: none"> <li>Deliver reactive and planned maintenance to the Council's housing stock.</li> </ul>
Revenues	<ul style="list-style-type: none"> <li>Collect revenue on behalf of the Council eg Council Tax and Business Rates.</li> </ul>
Wellbeing Prescription Service	<ul style="list-style-type: none"> <li>Provide a Health &amp; wellbeing Signposting Service throughout Tandridge and Reigate &amp; Banstead through GP surgeries and self-referral.</li> </ul>

## 7. Who we share your information with

To enable us to offer services and abide by laws and regulations which apply, we have a need to share certain information with outside organisations. We will always do so in an appropriate manner and ensure adequate measures are put in place to protect your information.

Below is a list of the types of organisation we may share your personal information with and examples of these organisations where appropriate.

We will only share information with these organisations where it is appropriate and legal to do so, such as providing basic contact details to a contractor carrying out a repair to your home. We may also share information, for example, if there is a risk of serious harm or threat to life, for the prevention and detection of fraud or crime, assessment of any tax or duty or if we are required to do so by any court or law.

Whenever we share information about you, we and all of the organisations we work with are required to comply with all aspects of the Data Protection Legislation.

Type of Third Party	Reasons	Examples
Contractor	<ul style="list-style-type: none"> <li>Volume contracts for stock repairs and maintenance.</li> <li>Small responsive repairs service.</li> </ul>	Gas, Electrician, Special Needs Adaptations, Plumbing
Councillor	<ul style="list-style-type: none"> <li>Response to enquiries from councillors and MPs on behalf of constituents.</li> </ul>	
Enforcement Agent	<ul style="list-style-type: none"> <li>Enable enforcement action to collect outstanding debt.</li> </ul>	Debt recovery agencies
Health Professional	<ul style="list-style-type: none"> <li>Advice and referrals to clients to improve individual Health and Wellbeing.</li> </ul>	GPs, Medical Professionals, Public Health England
Housing Provider	<ul style="list-style-type: none"> <li>Nominate applicant for affordable housing.</li> </ul>	Housing Association
Insurance company	<ul style="list-style-type: none"> <li>Respond to enquiries from Insurance company in relation to Council tenants that have signed up to this service (contents insurance).</li> </ul>	
Landlords	<ul style="list-style-type: none"> <li>Support the administration and payment process in relation to Rent and Council Tax support payments.</li> </ul>	

Partnered Authority	<ul style="list-style-type: none"> <li>• Processing claims for Housing Benefit rent payments Council Tax support.</li> <li>• Occupational Therapy Referrals.</li> <li>• Building Control processing.</li> <li>• Vulnerable person support.</li> <li>• Emergency planning.</li> <li>• Financial processing.</li> <li>• Respond 24/7 to calls from the vulnerable and elderly.</li> <li>• Undertake public service function and support the democratic process.</li> <li>• Environmental Health processing</li> </ul>	Mole Valley, Reigate & Banstead, Surrey CC, Sevenoaks DC
Political Party	<ul style="list-style-type: none"> <li>• Facilitate and administer local and national elections.</li> </ul>	
Public	<ul style="list-style-type: none"> <li>• Access to Electoral Register.</li> </ul>	
Statutory Agency	<ul style="list-style-type: none"> <li>• Care, fraud prevention, statutory reporting.</li> <li>• Council tax processing and collection.</li> <li>• Consultations on planning applications.</li> <li>• Manage parking enforcement.</li> <li>• Manage noise nuisance.</li> </ul>	Police, Social Care, Local Authorities, Planning Inspectorate, DVLA, Home Office, Taxi Insurance
	<ul style="list-style-type: none"> <li>• Manage Taxi licensing &amp; Insurance.</li> <li>• Emergency response.</li> <li>• Financial reporting &amp; PAYE.</li> <li>• Facilitate and administer local and national Elections.</li> <li>• Perform and fulfil the legal functions of the Council.</li> <li>• Recording of land transactions and property charges.</li> <li>• Processing claims for Housing Benefit rent payments Council Tax support.</li> <li>• Perform functions in relation to public health emergencies</li> <li>• Perform functions in relation to the Health &amp; Safety of the public</li> </ul>	Companies, National Fraud Initiative, HMRC, Cabinet Office, Jury Service, Electoral Commission, Department for Work and Pension, Ombudsmen, Court, Land Registry, National Fraud Inspectorate, Valuation Office, Prison Service, Appeals Service, Public Health England, Health & Safety Executive
Parish Council, Support Agency or Community Group	<ul style="list-style-type: none"> <li>• Emergency Response - to perform functions in relation to the Health &amp; Safety of the public eg in times of pandemic</li> </ul>	Westway Centre
Support and Advice Agency	<ul style="list-style-type: none"> <li>• Money advice, tenancy support.</li> <li>• Respond 24/7 to calls from the vulnerable and elderly.</li> <li>• Client investigation and serving of legal documents.</li> </ul>	Parashoot, East Surrey Mediation Service, Voluntary Sector, Sheltered Accommodation Warden, Private Investigator
Support and Advice Agency	<ul style="list-style-type: none"> <li>• Out of Hours Service.</li> </ul>	Centra
Utility Company	<ul style="list-style-type: none"> <li>• Management of utilities.</li> </ul>	Water Companies

Vendor	<ul style="list-style-type: none"> <li>• Manage burials and cremations.</li> <li>• Building inspection and review.</li> <li>• Rural transport service.</li> <li>• Management of charity lottery.</li> <li>• Ensuring amenities and parks are safe and compliant.</li> <li>• Facilitate and administer local and national elections.</li> <li>• Provision and support of IT systems.</li> </ul>	Cemeteries, Coroners, Architects, Builders, Waste Collection and Disposal, Car Park Management, Security, IT and print services, Planning Portal, HR Portal, Survey Tools
--------	--	---

## 8. Our Legal Basis for processing

We have certain statutory or legal obligations where we need to process your data, we will also use Legitimate Interest or Contractual where we are offering a service to you and Consent where collecting Sensitive data which is not covered any other legal basis.

The legal obligations which allow us to process your information are:

- Housing Act 1985.
- Mobile Homes Act 2013.
- Housing Grants, Construction and Regeneration Act 1996.
- Regulatory Reform (Housing assistance) (England and Wales) Order 2002.
  - Homelessness Reduction Act 2018.
  - Local Government 1992.
  - Council Tax (Collection and Enforcement) Regulations 1992.
  - Local Government Finance Act 1988/ Local Government Act 1992.
  - Welfare Reform Act 2012.
  - Equalities Act 2010.
  - Social Security Administration Act 1992/1997.
  - Housing Benefit Regulations 2006.
  - Decision Making and Appeal Regulations 2001.
  - Tandridge Council Tax Support Scheme 2013.
  - Social Security Administration Act 1997.
  - Housing Benefit & Council Tax Benefit (Decisions & Appeals) Regulations 2001.
  - Discretionary Financial Assistance Regulations 2001.
  - Health and Safety Regulations.
  - COSHH and Access to Medical Records.
  - Rehabilitation of Offenders Act 1974.
  - Data Protection Act 1998.
  - Community Infrastructure Levy Regulations 2010.
  - Local Government (Miscellaneous Provisions) Act 1976.
  - Road Traffic Regulations 1968.
  - Goods Vehicle Act 1995.
  - Explosives Act 1875.
  - Limitation Act 1980.
  - Environmental Protection Acts 1974 & 1990.
  - Local Authority Pollution, Prevention and Control Act 1999.
  - Gambling Act 2005.
  - Animal Boarding Establishments Act 1963
  - The Notification of Cooling Towers and Evaporative Condensers Regulation 1963
  - Breeding of Dogs Act 1973
  - Breeding and Sale of Dogs (Welfare) Act 1999
  - Licensing Act 2003
  - Dangerous Wild Animals Act 1976
  - Food Safety Act 1990

- Food Safety Food Premises (Registration) Regulations 1991
- Licensing Act 2003.
- Housing to House Collections Act 1939.
- Health & Safety at Work Etc. Act 1974
  - Vehicle Crime Act 2001
  - Pet Animals Act 1951 – as amended 1983
  - Private Water Supply Regs 1991
  - Radioactive Substances Act 1993
  - Riding Establishments Act 1964/1970
  - Scrap Metal Dealers Act 1964
  - Civil Contingencies Act 2004.
  - Representation of the People Act 1983/Regs 1986.
  - Local Elections (Principal Areas) Rules 1986.
  - Local Elections (Parishes and Communities Rules 1986.
  - Town and Country Planning Act 1990.
  - Planning (Listed Buildings and Conservations Areas) Act 1990.
  - Building Act 1984.
  - Building Regulations 2010.
  - National Planning Policy Framework 2012.
  - The Building (Approved Inspectors) Regulations 2010.
  - Local Land charges Act 1975.
  - Public Health Act 1925.
  - Freedom of Information Act 2000.
  - Zoo Licensing Act 1981

## 9. How long we keep your information for

We will keep your personal information in line with our published [Record Retention and Disposal Scheme](#). The reasons we keep your information for are:

- To offer our goods and services to you.
- To respond to a question or complaint.
- To analyse the quality of the services we offer.
- To obey rules and legal obligations which apply to us about keeping records.

We may also keep your data for longer than stated if we cannot delete it for legal, regulatory or technical reasons.

As an example, we must hold tenant information indefinitely to support Right to Buy applications.

## 10. Your rights as an individual

Under the General Data Protection Regulation, you have certain rights as an individual. Details of your rights can be found below. In all cases see the How to Contact Us section at the bottom of this page to enact the relevant right.

### *Identification Requirements*

For all the rights below and fraud prevention, the first check we must make is to satisfy ourselves you are who you say you are. We will take necessary steps on a case by case basis to ensure we have obtained necessary identification before proceeding with any request.

### *Right to complain*

You have a right to complain in relation to data privacy, if you are not happy with how we have processed your information. You also have the right to lodge a complaint with the regulator. In the UK the regulator is the Information Commissioner's Office and you can report a concern to them (<https://ico.org.uk/concerns/>)

### *Right to Access*

You have a right to request a copy of the information that we hold about you.

### *Right to Portability*

You have a right to request a copy of your information in a format that can be taken to a supplier which is offering related services to us to enable you to switch to them as a service provider where applicable.

### *Right to Withdraw Consent*

Where we have asked and you have given consent, you have at any time the right to withdraw consent.

### *Right to Rectification*

If your information is incorrect, you have a right to request we correct this in our systems.

### *Right to Erasure*

If we do not have a Legal Basis, obligation or purpose to keep your information, you will have a right to ask us to delete the information we hold about you.

### *Right to Object or Restrict Processing*

If you believe the information we hold about you is incorrect, or we are making automated decisions using your information, you have the right to object to the processing until any concerns have been addressed.

## **11. Cookies**

Cookies are small computer files that get sent down to your PC, tablet or mobile phone by websites when you visit them. They stay on your device and get sent back to the website they came from, when you go there again. Cookies store information about your visits to that website, such as your choices and other details. Some of this data does not contain personal details about you or your business, but it is still protected by this Privacy notice.

To find out more about how we use cookies, please see our [Cookies Policy](#).

## **12. CCTV**

Tandridge District Council CCTV Systems are used for maintaining the security of property and premises and for preventing and detecting crime. The key objectives of their use are:

- Protecting areas and premises used by the public;
- Deterring and detecting crime;
- Assisting in the identification of offenders leading to their arrest and successful prosecution;
- Reducing anti-social behaviour;
- Reducing fear of crime;
- Encouraging use of the Councils facilities.

For these reasons the information processed may include visual images, personal appearance and behaviours. This information may be about staff, customers and clients, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where necessary or required this information is shared with the data subjects themselves, employees and agents, services providers, police forces, security organisations and persons making an enquiry.

We respect and support the individual's entitlement to go about their lawful business and this is a primary consideration in the operation of the systems. Cameras deployed under the Regulation of Investigatory Powers Act are subject to legislative restrictions. To find out more about how we use CCTV, please see <https://www.tandridge.gov.uk/Your-council/Crime-and-safety/CCTV>



### **13. How to contact us**

We have appointed a Data Protection Officer (DPO) who can be contacted in relation to any of the above. You can also write to us at the details below or call our Customer Services team.

DPO e-mail: [dpo@tandridge.gov.uk](mailto:dpo@tandridge.gov.uk)

Telephone: 01883 722000

Address: The DPO, Tandridge District Council, 8 Station Road East, Oxted

### **14. Brexit - Update**

Where necessary to implement the service that you require, your personal information might be transferred to other countries outside the UK, but only to jurisdictions where suitable protection is in place. For example, some of the Council's data is processed by servers which are located in the EU. These countries subscribe to the GDPR and therefore have adequate safeguards in place for the protection of personal data. However, from 1<sup>st</sup> January 2021, once the UK is no longer in the EU, these countries will be "third countries" for the purposes of the UK GDPR.