Level 2 Privacy Notice

West Lancashire Borough Council
Leisure and Environment Service – Environmental Protection and Community Safety Section – Complaints Privacy Notice

1. Who We Are

The Environmental Protection and Community Safety Section, which is part of Leisure and Environment Service at West Lancashire Borough Council, takes your privacy very seriously and will keep your personal data secure at all times.

2. Your Data

The Council deals with complaints relating to noise, pollution, dog-fouling, litter, fly-tipping and other local environmental matters. As such the Council will be provided with and hold data relating to the person making the complaint and the details of the complaint. There may also be data relating to a person who has been complained of. We will only use this data in connection with the complaint made.

3. Retention of Information

Data will be retained for a period of six years. After which time any hard copy information will be securely shredded and we will look to remove it from our computer systems.

4. Third Parties

We may share your personal data with Police Forces or other partner agencies. Examples of partners will be Lancashire County Council, Fire and Rescue Services and Probation organisations. The Council is a signatory to a County-wide Data Sharing Protocol.

5. Transfer of Data

We will not transfer your personal data to a country outside of the EU.

6. Automated Decision Making

We do not engage in automated decision making.