



Privacy Notice for the Land Drainage Consent Applications

Information held about you

As part of the Land Drainage consent application process, *the River Lugg Internal Drainage Board will collect personal data about you.*

This information will include:-

- *Details such as your name, address, telephone number, email address, location of land ownership as per the land drainage application.*

We will use this data to process your claim and may check some of the information with other sources to ensure this data is accurate.

Who is processing my data?

All personal data held, is processed in accordance with the data protection law. The Data Controller for the information outlined in this privacy notice is the River Lugg Internal Drainage Board.

Hoople Ltd is the Data Processor who will process your information on behalf of the River Lugg Internal Drainage Board.

How will we use the information we hold about you?

We will collect information about you (where applicable) to:-

- Process your land drainage consent application

What is the legal basis for us to process your data?

The legal basis for processing the data is:-

- Our legal obligation under the Land Drainage Act 1991 and 1994
- River Lugg IDB byelaws
- Your consent, which you can withdraw at any time prior to the application being granted or refused by notifying us in writing. Please be advised that where consent is withdrawn your land drainage application will no longer be able to be processed.

Who we will share your information with

We may share your information with partner organisations, including:-

- Hoople Ltd for the purposes of processing your application.
- Subject matter expert advisors to the Board, in respect of your application, such as environmental advisors.
- On occasions, your information may be accessed by contracted IT support organisations in the delivery of IT support for both the IT infrastructure and associated systems, for the processes detailed in this privacy notice. Access by IT support will only be for such reasons as fixing any technical issues with software, and any viewing of data will be incidental to this.

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. 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 long do we keep your records

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice, for completed applications will be kept for indefinitely. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the River Lugg Internal Drainage Board, C/o Hoople Limited, Plough Lane, Hereford HR4 0LE or via email, RLIDB@hoopleltd.co.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and to deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact the Clerk to the Board in the first instance. You can also contact the Data Protection Officer, c/o Hoople Limited, Plough Lane, Hereford HR4 0LE, email: Data.protection@hoopleltd.co.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>

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