



Privacy Notice for the collection of Drainage Rates

Information held about you

All riparian owners of agricultural land within the River Lugg Internal Drainage Board's ("the Board") area are liable for the payment of drainage rates under the Land Drainage act 1991 and 1994 to the River Lugg Internal Drainage Board. The Board will collect personal data about you.

This information will include:-

- *Details such as your name, address, telephone number, email address, bank details, riparian land ownership.*

Who is processing my data?

All personal data held, is processed in accordance with 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:-

- Calculation and collection of drainage rates
- Recovery of the drainage rates
- Contact you about any maintenance or emergency work on land within the Boards area.

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 / 1994,
- Legal obligations under the Flood & Water Management Act 2010
- The prevention/detection of crime, including false representation in accordance with the Fraud Act

Who we will share your information with

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

- Hoople Ltd for the purposes of the collection of drainage rates.
- Appointed contractors for the maintaining and managing watercourses/flood defence assets within the Boards area.
- Herefordshire Council for relevant planning applications.
- Subject matter expert advisors to the River Lugg Board, such as environmental advisors.
- Other risk management authorities
- 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 will be kept for a period of 6 years after cessation of Riparian ownership of agricultural land within the River Lugg IDB's area or for 6 years after any outstanding balance on an historic account has been cleared. For all riparian accounts both active and expired, any bank details on any documents (e.g. cheques) are promptly passed to the River Lugg Boards bank to facilitate your rate payment and originals nor copies are kept by the River Lugg IDB or Hoople Ltd. 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 delivery 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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