

NMD Building Control Privacy Notice

Introduction

NMD Building Control is committed to protecting your personal information. Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

We may need to make changes to our Privacy Policy; so please check our website for updates from time to time. If there are important changes such as changes to where your personal data will be processed; we will contact you to let you know.

This version of our Privacy Policy was last updated 24 May 2018

Who we are

NMD Building Control is a partnership between:

- North Devon District Council (www.northdevon.gov.uk); and
- Mid Devon District Council (www.middevon.gov.uk)

for the purpose of providing a shared Building Control Service pursuant to their rights to undertake administrative arrangements of this nature in the Local Government Act 1972 and the Localism Act 2011.

NMD Building Control is not an organisation in its own right but is instead a trading name adopted by North Devon and Mid Devon District Councils for their shared Building Control Service.

How to contact us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact;

Data Protection
NMD Building Control
Woodlands Enterprise Centre
Pathfields Business Park
South Molton
Devon
EX36 3BY

Tel: 01271 234974

Email: mail@nmdbuildingcontrol.co.uk

Since we are a joint service (see “Who we are” above) we will refer questions to the respective Data Protection Officers of North Devon and Mid Devon District Councils for them to work together to deal with and respond to you.

Your rights

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing at the address set out in "How to contact us" above.

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Information we collect and use

Information about you that we collect and use includes:

- Information about who you are e.g. your name, date of birth and contact details

- Information connected to your product or service with us e.g. your bank or credit card details
- Information about your contact with us e.g. meetings, phone calls, emails / letters
- Information classified as 'sensitive' personal information e.g. relating to your health in relation to fee exemption due to disability.
- Information you may provide us about other people e.g. information relating to complaints regarding unauthorised work or dangerous structures

Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- Application forms for our services including on-line forms
- Phone conversations with us
- Emails or letters you send to us
- Information provided in face to face meetings
- Our online services such as social media and mobile device applications

Use of IP addresses

IP addresses are only collected for the purposes of system administration and to audit the use of our site. We do not link IP addresses to anything personally identifiable, which means that while your user session will be logged, you will remain anonymous to us.

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.

When someone visits www.nmdbuildingcontrol.co.uk we may collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site.

We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting. We will not associate any data gathered from this site with any personally identifying information from any source.

Our website is managed by Mid Devon District Council.

What we collect and use your information for

This information is collected for the following purposes.

- Administration of applications for building regulation approval.
- Enforcement of contraventions of the Building Regulations.
- Exercising of powers under the Building Act 1984 in relation to Demolitions and Dangerous Structures.

Who we may share your information with

We may share your information with third parties for the as outlined below.

- Since we are a partnership (see “Who we are”) officers from both North Devon and Mid Devon District Councils will have access to your information although this will only be accessible to officers that have a business need to access it.
- Other agencies where statutory consultations and notifications are required including The Fire Authority, Highway Authority, South West Water and utility companies.
- Other Local Authority Departments and agencies where there is a legal requirement to do so including the Police and for support services such as financial and legal services.
- Other Local Authorities where LABC partnership applications are received.
- Neighbouring land owners/occupiers where demolition work is taking place or where they are impacted by dangerous structures.
- Third party contractors where consultants are used to assess design compliance and where works in default are required
- Software suppliers where information is submitted via third party on-line portal sites

How we protect your information

Our staff are trained regularly on principles of data protection.

The building control database used to administer our operations along with our mobile working systems and all ICT systems are accredited to Public Service Network standards and staff access to systems are restricted to relevant and adequate levels.

Information held on paper is stored securely with restricted access.

Sensitive information on paper is securely destroyed.

How long we keep your information

Information will be kept in accordance with our document retention policy.

- Building Regulation information is retained for 15 years from the date of completion in accordance with the Building Control Performance Standards.
- Dangerous structure cases will be retained for 7 years from the date of resolution.
- Enforcement files are retained for 7 years from the date of resolution.
- Records of complaints and customer feedback are retained for 5 years.