

Leicestershire County Council Fair Processing Notice

This notice is to tell you about why we need your information and how we will handle it. This notice is for:

Environment and Transport Department – Property Flood Resilience Repair Grant Scheme

What Information do we need from you?

We need to know the following about you: your name, address, email address, phone number and details of the property. If successful, we will then need financial details and invoice payment details.

Why do we need this?

We need this information so that we can process applications, monitor works and award grants where works have been completed and evidenced.

An evaluation form may be sent to successful and unsuccessful grant applicants as part of Leicestershire County Council's ongoing commitment to providing good customer service, and to help ensure that we are providing an efficient application system for the Grant schemes.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using public task as the lawful condition for us to do this.

No special/sensitive personal data will be processed as part of this service.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else.

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside of the UK.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For this service information will be kept for the duration of the scheme.

What if something changes?

If the information you provided changes, or your circumstances change please contact floodgrant@leics.gov.uk. If we need to change something like who we want to share this information with, we will contact you to let you know.

What are your rights?

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including some around; correction of

inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted.

If you are unhappy with the way your data is being handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team:
informationgovernance@leics.gov.uk

If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the Council first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk

Email: casework@ico.org.uk