

Your Personal Data: Customer Services & Communications

What we need

Mid Sussex District Council will be what's known as the 'Controller' of the personal data you provide to us. The data we collect may include personal data and sensitive personal data. This may consist of name, address, bank details, health details etc.

Legal basis for processing

Processing of personal and sensitive personal information is carried out in accordance with Article 6 and Article 9 of the UK General Data Processing Regulation (UK GDPR):

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

and in accordance with the Data Protection Act 2018.

Why we need it

We need to know your basic personal data in order to provide you with council services. We will not collect any personal data from you we do not need in order to provide and oversee these services. No third parties have access to your personal data unless the law allows them to do so. We automatically monitor information on our website such as pages visited, browsers used, device type used etc.

We will use this information for the following:

- Communications purposes
- Logging service requests on our CRM and Waste Management system
- Complaints handling
- Payment handling
- Competitions

What we do with it

All personal data is processed by our staff in the UK, on servers based in the UK. In processing your data, we may also share it with other service areas of the council, our waste contractor, the Local Government Ombudsman or other government bodies, as required.

How long we keep it

The Council has a data retention schedule and the various service areas all have differing lengths of time they are required to keep data. In some cases, such as planning applications, this may be for a lifetime, but for other information eg correspondence this may only have a 2 year retention period. We will keep your data typically, for between 2 years and the lifetime that you are resident in a property depending on the nature of the transaction and the relevant statutory requirements. Complaints are held for 6 years, unless they result in a change of policy or performance, in which case they are permanently retained.

What are your rights?

You have the right to request a copy of the information that we hold about you. This is known as a Data Subject Access Request. If you would like a copy of some or all of your personal data, please email or write to the Data Protection Officer – see contact details below.

We want to make sure that your personal information is accurate and up to date. If at any point you believe the information we process on you is incorrect you may request to see this information and even have it corrected or deleted.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO) - <https://ico.org.uk/concerns/>.

To contact our Data Protection Officer you can email dataprotection@midsussex.gov.uk or write to

Data Protection Officer
Digital & Technology
Mid Sussex District Council
Oaklands Road
Haywards Heath, RH16 1SS

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