

Classification: OFFICIAL

## Privacy notice

This notice explains when we collect personal data, what we use it for, who we share it with and your rights.

<b>The identity and contact details of the company</b> Reading Borough Council - Neighbourhood Services, Allotments
<b>Contact details of the Data Protection Officer</b> Ricky.gill@reading.gov.uk
<b>What Personal Data is held?</b> <ul style="list-style-type: none"><li>• Address</li><li>• Name</li><li>• Phone, fax and e mail details</li><li>• Financial details: sort code, account number, bank details on secure Academy invoicing system.</li></ul> <p>Information is collected on the telephone, by face to face contact and using electronic forms via website or by telephone.</p>
<b>How will the data be stored?</b> <p>Our computer systems are accessed via secure connections and hosted on secure servers, in a remote data centre in the UK.</p> <p>Where we have data held on paper, this will be minimal, stored in a locked area, scanned where possible and kept for no longer than necessary to deal with the transaction.</p>
<b>What is the legal basis for the collection, use and storage of the data?</b> <p>The Council has a Statutory duty to provide allotments if there is an identified need under:</p> <ul style="list-style-type: none"><li>• Small Holdings and Allotments Act 1908</li><li>• Allotments Act 1925</li></ul> <p>We use data information to discharge our statutory duty to offer allotment plots for rental to residents. The information we collect is used to contact you in relation to your allotment rental agreement and is an essential part of offering the service.</p>
<b>Give details of how long the data will be stored and criteria used to determine this?</b> <ul style="list-style-type: none"><li>• Information is held for up to 6 years.</li></ul>
<b>Who will it be shared with and for what purpose?</b> <ul style="list-style-type: none"><li>• Data will be shared within the Council, specifically our finance</li></ul>

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<p>department in order to invoice you for your plot.</p> <ul style="list-style-type: none"><li>• Compliments and Complaints are shared internally with the complaints team for Reading Borough Council.</li><li>• We may use your email address with your consent for information and notification of allotment activities.</li><li>• Reading Neighbourhood Services will not share the information you have provided for any marketing purpose. We will only send you allotment related marketing information if you have consented to us doing so.</li></ul>
<p><b>How can the service user get access to it?</b></p> <p>A Subject Access Request can be made by following the link: <a href="http://www.reading.gov.uk/dataprotection">www.reading.gov.uk/dataprotection</a></p>
<p><b>State whether any data is to be transferred outside the EU?</b></p> <p>No other data is transferred outside the EU.</p>
<p><b>Is processing based on consent?</b></p> <p>No</p> <p>We may not be able to delete your personal data if it is needed for legal reasons.</p>
<p><b>What other rights does the service user have that we have to make known to them?</b></p> <p>You have</p> <ul style="list-style-type: none"><li>• The right to have data corrected</li><li>• The right to have data deleted</li><li>• The right to put a complaint to the Information Commissioner's Office (ICO)</li></ul>
<p><b>State if there will be any automated decision making</b></p> <p>We do not use automated decision making</p>