

## Privacy Notices by Service Area

This document should be read in conjunction with the Council's [Privacy Notice](#).

### Services

Accounts .....	2
Building Control .....	2
Business Continuity .....	3
Communications.....	3
Community Development, Work and Skills .....	4
Community Services.....	6
Customer Services .....	7
Electoral Services.....	7
Environmental Health .....	8
Environmental Services.....	9
Health, Leisure and Tourism.....	11
Health and Safety .....	12
Housing .....	13
Human Resources.....	13
Information Governance .....	14
Insurance .....	14
Legal Services.....	15
Lightbulb Service .....	15
Local Land Charges .....	16
Neighbourhood Services - Refuse and Recycling.....	17
Planning - Development Services.....	18
Planning - Development Strategy .....	20
Planning - Strategic Growth.....	21
Planning Enforcement .....	22
Property Services and Assets.....	23
Recovery (Council Tax, Benefits, Debts) .....	24
Revenues and Benefits .....	25

## Accounts

Council Service	Accounts
Why we use your personal information	To manage the collection of monies owed to, and owed by, the council.
The information we collect	Information we may collect includes name, address, contact details, payment details.
Why we are allowed to use it	We are allowed to use this information because it is necessary for the purposes of the council's legitimate interests - to pay for goods and services, and to obtain payment from individuals, organisations and suppliers in the course of its legitimate business.
Who we may share it with	We may share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Building Control

Council Service	Building Control
Why we use your personal information	<ul style="list-style-type: none"> <li>To process building applications for buildings (listed or significant buildings)</li> <li>To maintain the Building Control Register</li> <li>To maintain a register of all notices submitted by Approved Inspectors</li> <li>To take action to enforce Building Control Regulations</li> <li>To provide the building control service in respect of dangerous buildings</li> <li>To provide Street Naming &amp; Numbering services</li> <li>To maintain a register of competent persons</li> <li>To provide building control services in respect of safe demolition of buildings.</li> </ul>
The information we collect	Information we may collect includes: <ul style="list-style-type: none"> <li>Name, address and contact details such as a telephone number and email address</li> <li>Physical and mental health</li> <li>Information about children (for special requirements applications)</li> </ul>
Why we are allowed to use it	<ul style="list-style-type: none"> <li>Town and Country Planning Act 1990</li> <li>Public Health Act 1936</li> <li>Building (Local Authority Charges) Regulations 2010/404</li> <li>Building Regulations 2010/2214</li> <li>Building Act 1984</li> </ul>
Who we may share it with	We may share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Business Continuity

Council Service	Business Continuity
Why we use your personal information	To maintain a contact directory of council officers involved in the emergency response and business continuity plan for the council.
The information we collect	Information we may collect includes your name, address and contact details such as a telephone number and email address, and emergency contacts.
Why we are allowed to use it	We are allowed to use this information because it is necessary for the council's legitimate interests to be able to respond to emergency situations.
Who we may share it with	We may share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Communications

Council Service	Communications
Why we use your personal information	<ul style="list-style-type: none"> <li>To issue news items, press releases and interviews in relation to matters affecting the district</li> <li>To prepare and publish the Contact Magazine</li> <li>To enable comments and questions received via social medial channels to be actioned</li> <li>To enable the council to market the services delivered by the council and selected partners</li> <li>To enable the council to provide access to its services online so that the customer can 'self serve' (CRM/My Account)</li> <li>To enable the council to run its Outstanding Achievement Awards to recognise achievement within the District</li> </ul>
The information we collect	<ul style="list-style-type: none"> <li>Information we may collect includes your name, address, contact details, marketing preferences, information about the services you use eg council tax, payments information, service requests.</li> <li>For press / media releases we may use your name and other information relevant to the release</li> <li>For the Outstanding Achievement Awards, we may also collect your date of birth and details of your achievements</li> </ul>
Why we are allowed to use it	<p>We are allowed to use your information because:</p> <ul style="list-style-type: none"> <li>it is necessary for the council's legitimate interests in determining how to deliver its services and because social media is recognised as another communication channel with the council</li> <li>you have given us consent to process your information for this specific purpose</li> </ul>
Who we may share it with	The information you provide may be published in the council's communications material. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Community Development, Work and Skills

Council Service	Community Development, Work and Skills
Why we use your personal information	<ul style="list-style-type: none"> <li>• To provide grants to eligible community groups</li> <li>• To maintain an up to date contact list of Parish Clerks and contacts at Parish Councils and meetings within the District.</li> <li>• To facilitate meetings of the Parish Council Liaison meetings.</li> <li>• To facilitate the meetings of the Youth Council.</li> <li>• To run the Love Blaby Lottery</li> <li>• To maintain the voluntary community sector database for organisations within the district.</li> <li>• To communicate with voluntary sector organisations in the district, including inviting representatives to events</li> <li>• To provide signposting to employment, skills and training services.</li> <li>• To coordinate sector based work academies.</li> <li>• To offer work experience opportunities at Blaby District Council.</li> <li>• To provide information for funders</li> <li>• Consultation events</li> <li>• To provide information to the People and Places</li> </ul>
The information we collect	<p>Information we may collect includes:</p> <ul style="list-style-type: none"> <li>• Your name, address, contact details, physical or mental health, incidents or concerns, financial information, information about family situation and children</li> <li>• For young people - parent/carer contact details, young person's health/ allergy information, date of birth, school, gender, postcode</li> <li>• Equalities data for monitoring purposes</li> <li>• Individuals' bank details to play the Love Blaby Lottery</li> <li>• Contact details and financial information relating to voluntary sector organisations and representatives involved in running them</li> <li>• PPE information (such as shoe size)</li> </ul>
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary for the performance of a task in the public interest or our official duty-</p> <ul style="list-style-type: none"> <li>• Local Government Act 1972</li> <li>• The Council works closely with Parish Councils and the form is used to update Parishes on work being done by the District.</li> </ul> <p>We are allowed to use this information because it is necessary for the purposes of the Council's legitimate interests- the Council works closely with the Parish Councils and it is necessary to maintain an up to date central contact list.</p> <p>We are allowed to use your information because you have given us consent to process your information for this specific purpose.</p>

<b>Council Service</b>	<b>Community Development, Work and Skills</b>
<p>Who we may share it with</p>	<p>The Parish Council contact list is available on the intranet to all staff.</p> <p>Gatherwell shares Love Blaby Lottery participant data with the good causes that participants support where consent has been given.</p> <p>The information may be shared internally with other council departments to provide support services.</p> <p>Information may be shared externally with other partners such as the Police, Health, and support organisations as part of the Councils community safety work.</p> <p>Information on the VCS database may be shared with other with colleagues, partners (such as health &amp; social care providers, Parish Councils, members of the Community Safety Partnership and other VCS organisations) and residents in response to enquiries and in order to help meet residents' needs.</p> <p>We may also share your information with the Police or other regulatory or law enforcement bodies where it is lawful to do so.</p> <p>Grant applicant details will be shared with the decision-making panel. Details of successful organisations/projects are publicised.</p> <p>The Council works very closely with DWP, Leicester City Council and local employers to offer employment, work experience and site visit opportunities.</p>

## Community Services

Council Service	Community Services
Why we use your personal information	<ul style="list-style-type: none"> <li>• The provision of the following services:               <ul style="list-style-type: none"> <li>○ Domestic abuse support</li> <li>○ Resident support</li> <li>○ Children's worker</li> <li>○ BB19 Youth Bus service</li> <li>○ Drugs and alcohol worker services</li> <li>○ Harm reduction services</li> <li>○ Anti social behaviour prevention and awareness services including those relating to inconsiderate or nuisance behaviour, neighbour nuisance, malicious or nuisance communication</li> </ul> </li> <li>• The operation and management of the Joint Community Safety Partnership with Hinckley and Bosworth Borough Council</li> <li>• The management and operation of the People and Places Forum (Joint Action Group from Community Safety Partnership)</li> </ul>
The information we collect	Information we may collect includes your name, address, contact details, physical or mental health, sex life or orientation, financial information, information about family situation & children.
Why we are allowed to use it	<p>We are allowed to use your information because:</p> <ul style="list-style-type: none"> <li>• you have given us consent to process your information for this specific purpose; or</li> <li>• it is necessary for the performance of a task in the public interest or our official duty:               <ul style="list-style-type: none"> <li>○ Section 1 of the Localism Act 2011</li> <li>○ Anti-Social Behaviour Act 2003</li> <li>○ Police and Criminal Justice Act 2001</li> <li>○ Anti-Social Behaviour Crime and Policing Act 2014</li> <li>○ Violent Crime Reduction Act 2006</li> </ul> </li> </ul>
Who we may share it with	<ul style="list-style-type: none"> <li>• This information may be shared internally with other council departments to provide support services.</li> <li>• The information may also be shared externally with other partners such as the police, health, and support organisations as part of the councils community safety work and / or to provide services.</li> <li>• We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</li> </ul>

## Customer Services

Council Service	Customer Services
Why we use your personal information	Customer services collect your personal data on behalf council services to put you in touch with the service and information that you need.
The information we collect	Information we may collect includes your name, address and contact details such as a telephone number and email address, payment details
Why we are allowed to use it	We are allowed to use your information because it is necessary for the purposes of the council's legitimate interests –to have a means of providing front line customer services to callers and visitors to the council.
Who we may share it with	The information you provide to frontline customer services staff will be shared with the department who can provide the service or information you require. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Electoral Services

Council Service	Electoral Services
Why we use your personal information	<ul style="list-style-type: none"> <li>• To maintain and published the electoral register</li> <li>• To manage and run elections</li> </ul>
The information we collect	<ul style="list-style-type: none"> <li>• Information we may collect includes your name, address, date of birth and contact details.</li> <li>• For the processing of postal votes, we will also collect your National Insurance Number, date of birth and signature.</li> <li>• We are required under electoral legislation to publish candidate and election agent's name and address information and subscriber names in electoral notices</li> </ul>
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Representation of the People Act 1983</li> <li>• Representation of the People (Provision of Information Regarding Proxies) Regulations 2013/3199</li> <li>• Representation of the People (Supply of Information) Regulations 2014/2764</li> <li>• Electoral Registration and Administration Act 2013</li> </ul>
Who we may share it with	<p>This information may be shared internally with other council departments where necessary to provide support and services.</p> <p>Information may also be shared with credit reference agencies, British Libraries, election candidates and agents. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p>

## Environmental Health

Council Service	Environmental Health
Why we use your personal information	<ul style="list-style-type: none"> <li>• To take action against untaxed vehicles</li> <li>• To undertake food safety inspections and food safety enforcement actions.</li> <li>• To maintain a register of food businesses.</li> <li>• To enforce the Health and Safety at Work etc Act 1974 and related legislation at offices, shops, warehouses, places used for leisure activities and other non-industrial premises</li> <li>• To take action at premises deemed to be filthy and verminous</li> <li>• To facilitate the monitoring and enforcement of household waste accumulation in the district.</li> <li>• To enable investigation into infectious diseases</li> <li>• To facilitate the management of with any vehicles reported as abandoned on local roads or property</li> <li>• To manage processes relating to the enforcement of fly tipping</li> <li>• To undertake enforcement action against fly-tippers</li> <li>• To monitoring and deal with flyposting in the district</li> <li>• To undertake houses in multiple occupation enforcement</li> <li>• To undertake safety inspections of houses in multiple occupation</li> <li>• To maintain a register of key holders and be contact property owners/occupiers to deal with nuisance alarms</li> <li>• To monitor and enforce justified non statutory nuisance such as emissions of smoke, fumes or gases, dust, steam.</li> <li>• To undertake welfare burials.</li> <li>• To maintain a register of welfare burials undertaken by the council</li> <li>• To issue licences for mobile homes / park homes sites.</li> <li>• To maintain records of empty residential properties within the district and to bring these into reuse where possible.</li> <li>• To issue accommodation certificates sought by individuals requiring a visa application to enter the UK</li> <li>• To enable the council to take action where private rented properties are poorly managed</li> <li>• To record reports of Anti-Social Behaviour (ASB)</li> </ul>
The information we collect	Name, address, contact details, family & situation, financial situation, land ownership, relevant breaches of legislation and criminal convictions



Council Service	Environmental Health
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Regulatory Enforcement and Sanctions Act 2008</li> <li>• Food Safety Act 1990</li> <li>• Food Safety and Hygiene (England) Regulations 2013/2996</li> <li>• Health and Safety at Work Act 1974</li> <li>• Public Health Act 1936</li> <li>• Housing Act 2004</li> <li>• Housing Act 1985</li> <li>• Town and Country Planning Act 1990</li> </ul> <p>For a full list please see the Information Asset Register.</p> <p>We are allowed to use your information because it is necessary for the performance of a task in the public interest or our official duty –</p> <ul style="list-style-type: none"> <li>• Immigration rules require applications to demonstrate that they (and any of their dependants) will be maintained and accommodated without additional recourse to public funds</li> <li>• The council has adopted devolved powers from the DVLA</li> </ul>
Who we may share it with	<p>Internal departments, DVLA and the Health &amp; Safety Executive. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p>

### Environmental Services

Council Service	Environmental Services
Why we use your personal information	<ul style="list-style-type: none"> <li>• To provide resident parking permits</li> <li>• To provide pay and display car parking facilities</li> <li>• To issue environmental permits</li> <li>• To issue taxi licenses.</li> <li>• To issue personal alcohol and entertainment licences.</li> <li>• To issue gambling licences.</li> <li>• To issue premises licences &amp; DPO licences.</li> <li>• To issue street trading licences.</li> <li>• To support the collection and detention of stray animals.</li> <li>• To provide licensing for animal boarding facilities.</li> <li>• To provide licensing for dog breeding.</li> <li>• To provide licensing for zoos.</li> <li>• To provide licensing for dangerous wild animals.</li> <li>• The enforcement of animal welfare legislation.</li> <li>• To maintain, improve, or construct, works that are associated with land drainage</li> <li>• To manage the creation, implementation and maintenance of the local authority's emergency plan</li> <li>• To regulate body piercing, tattoo, permanent makeup, acupuncture and hair dressing establishments in the district</li> </ul>
The information we collect	<ul style="list-style-type: none"> <li>• Name, address, contact details, health, racial / ethnic origins, sex life / orientation, offences, land ownership information</li> </ul>

<b>Council Service</b>	<b>Environmental Services cont.</b>
<p>Why we are allowed to use it</p>	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• The Environmental Permitting (England and Wales) Regs 2010</li> <li>• Local Government (Miscellaneous Provisions) Act 1976</li> <li>• Town and Police Clauses Act 1847</li> <li>• Policing and Crime Act 2017</li> <li>• Licensing Act 2003</li> <li>• Gambling Act 2005</li> <li>• Police and Criminal Justice Act 2001</li> <li>• Private Security Industry Act 200</li> <li>• Licensing Act 2003 (Late Night Refreshment) Regulations 20105</li> <li>• Food Safety Act 1990</li> <li>• Local Government (Miscellaneous Provisions) Act 1982</li> <li>• Breeding of Dogs Act 1991</li> <li>• Dangerous Dogs Act 1991</li> <li>• Zoo Licensing Act 1981</li> <li>• Dangerous Wild Animals Act 1976</li> <li>• Animal Welfare Act</li> <li>• The Local Government (Miscellaneous Provisions) Act 1982</li> </ul> <p>For a full list please see the Information Asset Register.</p> <p>We are allowed to use your information because it is necessary for the performance of a task in the public interest or our official duty</p> <ul style="list-style-type: none"> <li>• To provide resident parking permits</li> <li>• To provide pay and display car parking facilities</li> <li>• Section 14 Land Drainage Act 1991</li> </ul>
<p>Who we may share it with</p>	<p>The Licensing Committee may consider individual applications. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p>

Health, Leisure and Tourism

Council Service	Health, Leisure & Tourism (including Active Blaby & Visit Blaby)
Why we use your personal information	<ul style="list-style-type: none"> <li>• To market the services of the Health, Leisure and Tourism Team to people who have consented to direct marketing</li> <li>• To provide a personalised service through Active Blaby</li> <li>• To provide and manage A Place to Grow service</li> <li>• To provide and manage the Social Prescribing Service</li> <li>• To manage bookings for the event hire service</li> <li>• To provide health and exercise services to the community</li> <li>• To provide and manage the Buried Bouskell Project</li> <li>• To support the Blaby District Tourism Partnership</li> </ul>
The information we collect	Name, address, contact details, basic health data, payment details, racial/ethnic origin, disability status, evaluation data (specific to programme)
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary for the performance of, or steps before, a contract relating to –</p> <ul style="list-style-type: none"> <li>• Active Blaby</li> <li>• Beat The Street</li> <li>• Event Hire Service</li> <li>• A Place to Grow</li> <li>• Social Prescribing</li> <li>• Exercise classes</li> <li>• Blaby District Tourism Partnership</li> </ul> <p>We are allowed to use your information because you have given us consent to process your information for this specific purpose.</p>
Who we may share it with	<p>We may share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p> <p>We will share basic personal information with community instructors/coaches/groups in the form of a referral with your permission.</p> <p>We will share your anonymised data with funding partners at their request to provide evidence of the effectiveness of the programme.</p>

## Health and Safety

Council Service	Health & Safety
Why we use your personal information	<ul style="list-style-type: none"> <li>• Accident reporting where the person concerned is over 18</li> <li>• Accident reporting where the person concerned is over 18</li> <li>• To maintain the Tread Carefully list, a list of service users who may threaten the health and safety of council employees</li> <li>• To ensure that employees are given appropriate H&amp;S training (personal data of employees only)</li> <li>• To equip employees with lone worker devices</li> </ul>
The information we collect	<p>Information we may collect includes your:</p> <ul style="list-style-type: none"> <li>• Name, address and contact details such as a telephone number and email address</li> <li>• Your age, and details of the accident</li> <li>• The behaviour or incident that lead to a decision to place your details on the Tread Carefully list</li> <li>• Physical description, vehicle details, age, emergency contact (employees with lone worker devices only)</li> </ul>
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary for compliance with a legal obligation:</p> <ul style="list-style-type: none"> <li>• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR)</li> <li>• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 SI 2013 No 1471</li> </ul> <p>We are allowed to use your information because it is necessary for our legitimate interests:</p> <ul style="list-style-type: none"> <li>• It is necessary for the council as an employer to take steps to ensure that staff are protected from threatening behaviour in the course of their duties (Tread Carefully list)</li> <li>• Contract of employment (H&amp;S training for employees, lone worker devices for employees)</li> </ul>
Who we may share it with	<ul style="list-style-type: none"> <li>• Name and details of accident shared with H&amp;S Committee</li> <li>• Health &amp; Safety Executive under RIDDOR, Council Insurers (Zurich)</li> <li>• Other council departments / frontline staff (Tread Carefully list)</li> <li>• We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</li> </ul>

## Housing

Council Service	Housing
Why we use your personal information	<ul style="list-style-type: none"> <li>To provide households with homelessness information and advice</li> <li>To place individuals and families in temporary accommodation</li> <li>To manage the Housing Register</li> </ul>
The information we collect	Name, address, contact details, financial information, national insurance number, physical and mental health information, information about children/dependents, housing and family situation
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>Landlord and Tenant Act 1985</li> <li>Homelessness Act 2003</li> <li>Housing Act 1996</li> <li>National Assistance Act 1948</li> <li>Homelessness (Suitability of Accommodation) (England) Order</li> <li>Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015/967</li> <li>Homelessness Reduction Act 2017</li> </ul>
Who we may share it with	We may share the information you provide with your landlord, lettings agents. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Human Resources

Council Service	Human Resources (HR)
Why we use your personal information	<ul style="list-style-type: none"> <li>To manage the council's workforce, including people applying to work for the council</li> <li>To act as a DBS umbrella body offering Disclosure &amp; Barring Service checks to other employers</li> </ul>
The information we collect	Name, address, contact details, next of kin, health, banking, offences
Why we are allowed to use it	<ul style="list-style-type: none"> <li>We are allowed to use your information because it is necessary for the performance of, or steps before, a contract of employment.</li> <li>We are allowed to use your information because it is necessary for the purposes of the council's legitimate interests – to provide the DBS umbrella body service.</li> </ul>
Who we may share it with	The information you provide may be shared government departments such as the DWP, HMRC, the council's pension provider LGPS, Insurers, External Audit. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Information Governance

Council Service	Information Governance
Why we use your personal information	<ul style="list-style-type: none"> <li>To provide you with access to information held by the council about its services</li> <li>To provide you with access to information held by the council about you</li> <li>To process complaints, compliments and comments under our Feedback procedures</li> <li>To process applications for temporary road closures</li> <li>To process applications for footpath diversions &amp; extinguishments required due to development</li> </ul>
The information we collect	<p>Information we may collect includes your:</p> <ul style="list-style-type: none"> <li>Name, address and contact details such as a telephone number and email address</li> <li>Information about your personal circumstances that may be relevant to the service you have requested, eg in making a Subject Access Request or making a complaint</li> </ul>
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>General Data Protection Regulation (GDPR)</li> <li>Data Protection Act 2018</li> <li>Freedom of Information Act 2000</li> <li>Environmental Information Regulations 2004</li> <li>Section 257 Town And Country Planning Act 1990</li> <li>Section 119 Highways Act 1980</li> </ul>
Who we may share it with	<p>Other council departments, the Information Commissioner's Office (ICO), the Local Government and Social Care Ombudsman.</p> <p>Leicestershire County Council Highways, Parish Council, Utilities &amp; organisations, the Police (temporary road closures &amp; footpath diversions/extinguishments). We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p>

## Insurance

Council Service	Insurance
Why we use your personal information	To manage the Councils insurance cover and claims.
The information we collect	Name, address, contact details, health information, financial information and information about incident/ claim.
Why we are allowed to use it	We are allowed to use your information because it is necessary to comply with a legal obligation – Section 140 of the Local Government Act 1972
Who we may share it with	The information you provide will be shared with the Council's insurers. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Legal Services

Council Service	Legal Services
Why we use your personal information	<ul style="list-style-type: none"> <li>To provide legal advice to the council in the performance of its statutory and public functions, for example enforcement action, planning agreements</li> <li>To provide an in house legal service</li> </ul>
The information we collect	Name, address, contact details, legal representatives, details of matter requiring advice / action
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary for the performance of a task in the public interest or our official duty - to provide legal advice to the council in the performance of its statutory and public functions, for example enforcement action, planning agreements.</p> <p>We are allowed to use your information because it is necessary for the purposes of the council's legitimate interests – to provide in house legal expertise to support the business.</p>
Who we may share it with	We may share your information with internal departments, other parties to an action, courts and court enforcement agents. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Lightbulb Service

Council Service	Lightbulb Service
Why we use your personal information	<ul style="list-style-type: none"> <li>To process applications for disabled facilities grants</li> <li>To provide services to inpatients to assist them in returning to suitable accommodation post discharge</li> <li>To provide holistic housing services including assistive technology, minor adaptations</li> </ul>
The information we collect	Name, contact details, health & financial information.
Why we are allowed to use it	<p>We are allowed to use your information because:</p> <ul style="list-style-type: none"> <li>it is necessary to comply with a legal obligation - The Housing Grants, Construction and Regeneration Act 1996</li> <li>You have given us consent to process your information for this specific purpose.</li> </ul>
Who we may share it with	This information may be shared internally with other council departments to provide support services. The information may also be shared externally with other partners such as the NHS, Hospitals, County Council, health and support organisations as part of the councils Lightbulb service delivery. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Local Land Charges

Council Service	Local Land Charges
Why we use your personal information	To maintain the Local Land Charges Register and to complete official and personal searches of the register and other information held by the council
The information we collect	Information we may collect includes your: <ul style="list-style-type: none"> <li>• Name, address and contact details such as a telephone number and email address, payment details</li> </ul>
Why we are allowed to use it	We are allowed to use your information because it is necessary to comply with a legal obligation <ul style="list-style-type: none"> <li>• Local Land Charges Act 1975</li> <li>• Environmental Information Regulations 2004</li> </ul>
Who we may share it with	Individuals, solicitors and conveyancers who may undertake searches of the local land charges register, and the Information Commissioner's Office (ICO). We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.



## Neighbourhood Services - Refuse and Recycling

Council Service	Neighbourhood Services – Refuse and Recycling
Why we use your personal information	<ul style="list-style-type: none"> <li>• All records relating to any assisted refuse collection service provided to residents who, through illness or infirmity, are unable to put out their refuse and do not have anyone else to assist them</li> <li>• To provide the kerbside refuse &amp; recycling collections service</li> <li>• To provide a trade waste service to businesses within the district.</li> <li>• To provide garden waste collection service</li> <li>• To provide a bulky waste collection service</li> <li>• To collect hazardous and clinical waste from residential properties</li> </ul>
The information we collect	Name, address, contact details, physical / mental health information, payment details.
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary for the performance of, or steps before, a contract -</p> <ul style="list-style-type: none"> <li>• Businesses enter into a contract with the Council to provide a trade waste collection service.</li> <li>• To enter into a contract for the provision of a garden waste service.</li> <li>• To enter into a contract for the provision of a bulky waste collection service.</li> </ul> <p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Refuse Disposal (Amenity) Act 1978</li> <li>• Environmental Protection Act 1990</li> <li>• Control of Pollution Act 1974</li> </ul> <p>We are allowed to use your information because it is necessary for the purposes of the council's legitimate interests – Licences and wayleaves are required from time to time to grant rights of access to council owned land.</p> <p>We are allowed to use your information because you have given us consent to process your information for this specific purpose (assisted collections).</p>
Who we may share it with	We may share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Planning - Development Services

Council Service	Planning – Development Services
Why we use your personal information	<ul style="list-style-type: none"> <li>• To process applications for planning permission including applications to discharge conditions attached to planning permissions, applications for approval of reserved matters, applications to amend or vary planning permissions, including non-material amendments, minor material amendments or any conditions attached to such permissions.</li> <li>• To process applications for a certificate of lawfulness for proposed or existing uses or development.</li> <li>• To process planning applications relating to advertisements.</li> <li>• To process planning applications relating to demolitions.</li> <li>• To process business / commercial planning applications.</li> <li>• To process householder planning applications.</li> <li>• To process applications for hazardous substances consent.</li> <li>• To process applications for hedgerow removal notices</li> <li>• To process planning applications relating to listed buildings.</li> <li>• To process applications for works on protected trees.</li> <li>• To consider planning matters where prior notification is required under the General Permitted Development Order (GPDO)</li> <li>• The provision of free, pre application planning advice to individuals and businesses.</li> <li>• To facilitate the creation and management of tree preservation orders.</li> <li>• To consider planning applications arising from special requirements.</li> <li>• To make observations on “county matters” applications and neighbouring Council applications.</li> <li>• To determine whether an Environmental Impact is required to accompany a planning application (screening opinion), and the matters to be covered in the assessment (scoping opinion).</li> <li>• To process applications for Permission in Principle and Technical Details Consent.</li> </ul>
The information we collect	<ul style="list-style-type: none"> <li>• Name, address, contact details, payment information</li> <li>• Physical / mental health, possibly information about children (for special requirements applications)</li> <li>• Financial Information</li> </ul>

Council Service	Planning – Development Services
<p>Why we are allowed to use it</p>	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Town and Country Planning Act 1990</li> <li>• Planning and Compulsory Purchase Act 2004</li> <li>• Planning (Listed Buildings and Conservation Areas) Act 1990</li> <li>• Town and Country Planning (Appeals) (Written Representations Procedure) (England) Regulations 2009/452</li> <li>• Town and Country Planning (Determination of Appeal Procedure) (Prescribed Period) (England) Regulations 2009/454</li> <li>• Town and Country Planning (Development Management Procedure) (England) Order 2015/595</li> <li>• Town and Country Planning (Fees for Applications, Deemed Applications, Requests and Site Visits) (England) Regulations 2012/2920</li> </ul> <p>We are allowed to use your information because it is necessary for the performance of a task in the public interest or our official duty –</p> <ul style="list-style-type: none"> <li>• Town and Country Planning Act 1990</li> </ul>
<p>Who we may share it with</p>	<p>Information is shared with a number of internal and external consultees such as other local authorities, parish Councils, government departments and organisations, the general public, other internal departments, contractors and partners providing services on our behalf. This includes Leicestershire County Council's Highways Department, Environment Agency, Environmental Health and Open Spaces team. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p>

## Planning - Development Strategy

Council Service	Planning – Development Strategy
Why we use your personal information	<ul style="list-style-type: none"> <li>• To maintain a register of people who are interested in self-build or custom housebuilding projects in their area.</li> <li>• To monitor contributions payable to the council under S106 agreements / planning contributions</li> <li>• To monitor contributions payable to the council under S106 agreements / planning contributions</li> <li>• To maintain a database of individuals, contractors and sole traders for economic development activities</li> <li>• To maintain a database of individuals consultees for planning policy activities</li> <li>• To maintain a database of statutory consultees for planning policy activities</li> <li>• To develop the local plan and supplementary planning documents.</li> <li>• To support communities to prepare Neighbourhood Plans</li> </ul>
The information we collect	Name, address, contact details, payment details
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Self Build and Custom Housing Act 2015</li> <li>• Planning and Compulsory Purchase Act 2004</li> <li>• Town and Country Planning Act 1990</li> <li>• Neighbourhood Planning Act 2017</li> <li>• Highways Act 1980</li> <li>• Sustainable Communities Act 2007</li> <li>• Local Government, Planning and Land Act 1980</li> <li>• Town and Country Planning (Local Planning) (England) Regulations 2012/767</li> <li>• Town and Country Planning (Compensation) (England) Regulations 2015/598</li> <li>• Neighbourhood Planning (General) Regulations 2012/637</li> </ul> <p>We are allowed to use your information because it is necessary for the performance of a task in the public interest or our official duty –</p> <ul style="list-style-type: none"> <li>• Town and Country Planning Act 1990</li> <li>• Planning and Compulsory Purchase Act 2004</li> <li>• Neighbourhood Planning Act 2017</li> <li>• Highways Act 1980</li> <li>• Sustainable Communities Act 2007</li> <li>• Local Government, Planning and Land Act 1980</li> <li>• Town and Country Planning (Local Planning) (England) Regulations 2012/767</li> <li>• Town and Country Planning (Compensation) (England) Regulations 2015/598</li> <li>• Neighbourhood Planning (General) Regulations 2012/637</li> </ul> <p>We are allowed to use your information because you have given us consent to process your information for this specific purpose.</p>

<b>Council Service</b>	<b>Planning – Development Strategy cont.</b>
Who we may share it with	<p>Planning Inspectorate and Programme Officer for the purposes of the Examination of the Local Plan. Neighbourhood Planning Groups and Examiners of Neighbourhood Plans.</p> <p>We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p>

### Planning - Strategic Growth

<b>Council Service</b>	<b>Planning – Strategic Growth</b>
Why we use your personal information	To manage planning applications for large and strategic sites
The information we collect	Name, address and contact details
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Town and Country Planning Act 1990</li> <li>• Planning and Compulsory Purchase Act 2004</li> <li>• Planning (Listed Buildings and Conservation Areas) Act 1990</li> <li>• Town and Country Planning (Appeals) (Written Representations Procedure) (England) Regulations 2009/452</li> <li>• Town and Country Planning (Determination of Appeal Procedure) (Prescribed Period) (England) Regulations 2009/454</li> <li>• Town and Country Planning (Development Management Procedure) (England) Order 2015/595</li> <li>• Town and Country Planning (Fees for Applications, Deemed Applications, Requests and Site Visits) (England) Regulations 2012/2920</li> </ul>
Who we may share it with	Information is shared with a number of internal and external consultees such as the County Highways Department, Environment Agency, Environmental Health and Open Spaces team. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Planning Enforcement

Council Service	Planning Enforcement
Why we use your personal information	To investigate and enforce breaches of planning controls relating to commercial and residential development, land use, advertisements, protected trees, listed buildings and other development control matters.
The information we collect	Name, address, contact details and racial/ ethnic origin.
Why we are allowed to use it	We are allowed to use your information because it is necessary for the performance of a task in the public interest or our official duty – <ul style="list-style-type: none"> <li>• Town and Country Planning Act 1990</li> <li>• New Towns Act 1981</li> </ul>
Who we may share it with	We may share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.

## Property Services and Assets

Council Service	Property Services and Assets
Why we use your personal information	<ul style="list-style-type: none"> <li>• To maintain the councils assets, facilities and premises</li> <li>• To consider applications made under the Community Right to Bid procedure (Assets of Community Value)</li> <li>• To manage the business units at Ender by Road Industrial Estate (ERIE)</li> <li>• To manage the councils mobile homes sites including tenancies</li> <li>• To manage allotments owned and or managed by the council</li> <li>• To enter into licences and leases with individuals</li> <li>• To grant wayleaves across Council owned land</li> </ul>
The information we collect	Name, address, contact details, financial information, payment details
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary for the performance of, or steps before, a contract -</p> <ul style="list-style-type: none"> <li>• To ensure that the councils assets, facilities and premises are managed and maintained.</li> <li>• The council must process personal information to enter into commercial leases.</li> </ul> <p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Mobile Homes Act 2003</li> <li>• Allotments Act 1950</li> <li>• Small Holdings and Allotments Act 1908</li> <li>• Small Holdings and Allotments Act 1926</li> <li>• Localism Act 2011</li> </ul> <p>We are allowed to use your information because it is necessary for the purposes of the council's legitimate interests – Licences and wayleaves are required from time to time to grant rights of access to council owned land.</p>
Who we may share it with	<p>This information will be shared with Shortland Parsley - Managing Agents (leases for Enderby Road Industrial Estate only).</p> <p>We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.</p>

## Recovery (Council Tax, Benefits, Debts)

Council Service	Recovery (Council Tax, Housing Benefit, NNDR, General Debt)
Why we use your personal information	<ul style="list-style-type: none"> <li>• To recover Council tax arrears</li> <li>• To recover Housing benefit overpayment</li> <li>• To recover NNDR arrears</li> <li>• To recover general debts</li> <li>• To promote our online services we may contact you by email. If you do not wish to receive any emails from us, please let us know</li> </ul>
The information we collect	Name, address, contact details, payment details and email address
Why we are allowed to use it	<p>We are allowed to use your information because it is necessary to comply with a legal obligation</p> <ul style="list-style-type: none"> <li>• Local Government Finance Act 1992</li> <li>• Council Tax (Alteration of Lists and Appeals) (England) Regulations 2009/2270</li> <li>• Social Security Administration Act 1992</li> <li>• Section 25 of the Business Rates Supplements Act 2009</li> <li>• To improve our services to residents</li> </ul> <p>We are allowed to use your information because it is necessary for the purposes of the council's legitimate interests – to recover monies owed to it.</p>
Who we may share it with	The information you provide may be shared with the Courts and Court Enforcement Officers. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.



## Revenues and Benefits

Council Service	Revenues and Benefits
Why we use your personal information	<ul style="list-style-type: none"> <li>• To assess, bill and collect council tax</li> <li>• To assess, bill and collect NNDR</li> <li>• To assess and manage claims for housing benefit</li> <li>• To assess and manage claims for council tax support</li> <li>• To assess, bill and collect NNDR</li> <li>• To provide emergency funding for an immediate need for a resident who is unable to pay</li> <li>• To provide food parcels to needy households in partnership with other organisations</li> <li>• To promote our online services we may contact you by email. If you do not wish to receive any emails from us, please let us know</li> <li>• To access Energy Support Bill Scheme Alternative Funding</li> </ul>
The information we collect	Name, address, contact details, date of birth, proof of identity, financial, health information, email address
Why we are allowed to use it	<p>We are allowed to use your information because:</p> <ul style="list-style-type: none"> <li>• it is necessary to comply with a legal obligation –</li> <li>• Social Security Administration Act 1992</li> <li>• Local Government Finance Act 1992 Council Tax (Alteration of Lists and Appeals) (England) Regulations 2009/2270</li> <li>• Local Government Finance Act 1992</li> <li>• Business Rates Supplements Act 2009</li> <li>• You have given us consent to process your information for this specific purpose</li> <li>• To improve our services to residents</li> </ul>
Who we may share it with	This information may be shared internally with other council departments to provide support services. We may also share your information with the police or other regulatory or law enforcement bodies where it is lawful to do so.