

## **Neighbourhood Services**

Service requests for Neighbourhood Services including but not limited to abandoned vehicles, dead animals, dog bin overflowing, dog fouling, fly-posting, household waste, dogs, litter pick, recycling, waste containers, hazardous items, human excrement, litter bin overflowing, fly-tipping, road sweep, street cleaning and graffiti removal.

### **Information collected**

- Name
- Location of request
- Phone Number
- Email

### **Purpose of processing**

To meet our statutory duties under the Environmental Protection Act 1990 and others in line with Council Policies and Service Standards.

### **Specifics for Abandoned Vehicles:**

#### **Agencies we might share your information with**

- Any landowner who wants to know the ownership details of a vehicle that is presumed abandoned on their land.
- If a vehicle is suspected of being abandoned then the local authority has a responsibility to deal with it. We will involve the Police and the DVLA to see if there is a registered keeper and then provide the landowner with these details in order to agree a satisfactory method of removing the vehicle.

#### Details Shared:

- Name of owner
- Address of owner

### **Length of time we keep your information**

We will keep your information on file for a period of 6 years from when the service request has been completed. At which point, it will be disposed of securely.

You have the right to contact us and ask for your information to be removed where there is no obligation or statutory requirement for it to be kept. You can exercise this right by contacting [shrubend@colchester.gov.uk](mailto:shrubend@colchester.gov.uk).

### **Updates to this privacy notice**

We will continually review and update this privacy notice to reflect changes in our processes and procedures, as well as to comply with changes in the law. When such changes occur, we will revise the "last updated" date at the bottom of this notice. We encourage you to periodically review this notice and to be informed of how Colchester Borough Council is protecting your information.

The privacy notice was last updated on 09/09/2019.