

The Royal Borough of Kensington and Chelsea's Pest Control Team ("a data controller") is committed to protecting the privacy and security of your personal information. Our core obligations under the general data protection regulations (GDPR) and commitments are set out in the Council's primary privacy notice.

<https://www.rbkc.gov.uk/footer-links/data-protection>

Please note that failure to provide your personal data may lead to you being unable to access our services.

Why are we collecting your personal data?

The Royal Borough of Kensington and Chelsea will use any data collected through;

- Enquiries and complaints made to the Pest Control Team.
- Requests for Pest Control treatments made directly to the Council, by your Housing Provider or landlord.
- The issuing of legal notices for the enforcement of environmental contraventions and other associated investigation/enforcement purposes.

We rely upon the following laws to process your personal data:

The Environmental Protection Act 1990

The Control of Pollution Act 1974

The Housing Act 2004

The Public Health Act 1936

The Prevention of Damage by Pests Act 1949

The Public Health Act 1961

The G.L.C. (General Powers) Act 1973

The Health and Safety at Work Act 1974 (sections 20(2)(a) to (g) and (i) to (m))

The Local Government (Miscellaneous Provisions) Act 1982

The Building Act 1990

The Food Safety Act 1990 (section 32(1))

The London Local Authorities Act 1991

The Clean Air Act 1993

The Noise and Statutory Nuisance Act 1993

The Noise Act 1996

The Criminal Justice and Immigration Act 2008

The Clean Neighbourhoods and Environment Act 2005

The Licensing Act 2003

The Gambling Act 2005

The Health Act 2006 and the Regulations made under this Act

Who will we share your personal data with?

The data you provide may be disclosed to other enforcement agencies for enforcing environmental contraventions or to agents of the Council during the course of debt collection. It may also be disclosed to other departments within the Council or external parties for related enforcement purposes or as required by law.

DATA RETENTION

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our corporate records policy to fulfil legal, statutory and regulatory requirements.

RIGHTS OF ACCESS, CORRECTION, ERASURE, AND RESTRICTION

You have the right to ask for your information and there will not be a charge for you to do so. This is known as a subject access request and we act in accordance with this policy.

To ask for your information to be corrected if it is inaccurate or incomplete.

To ask for your information to be deleted or removed where there is no need for us to continue processing it (right to be forgotten).

To ask us to restrict the use of your information.

To ask us to copy or transfer your information from one IT system to another in a safe and secure way without impacting the quality of the information.

To object to how your information is used.

To challenge any decisions made without human intervention (automated decision making).

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is in our view unreasonable or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

RIGHT TO WITHDRAW CONSENT AT ANY TIME

Where the legal reason for processing your personal information is based on your consent, you have the right to withdraw your consent at any time, without affecting the lawfulness of our processing prior to the withdrawal of your consent.

If you do not provide consent, we may not be able to perform the contract we have entered into with you, or we may be prevented from complying with our legal obligations.

If you wish to withdraw consent you will have to put your request in writing to [E-mails.Env.Hlth@rbkc.gov.uk](mailto:Env.Hlth@rbkc.gov.uk) we will process your request within 14 days.

YOUR RIGHTS

In addition to the above you have legal rights in relation to your personal information. You have a right to be informed about how and why your personal information is being processed. This notice fulfils that obligation.

Full details are contained within the Council's Primary Privacy Notice and should be read before consenting to this document.

To ask for access to your information you should contact:

[E-mails.Env.Hlth@rbkc.gov.uk](mailto:Env.Hlth@rbkc.gov.uk)

DATA PROTECTION OFFICER

If you wish to raise a concern or discuss any aspect of this notice please contact our Data Protection Officer <https://www.rbkc.gov.uk/footer-links/data-protection> .

If you are unhappy with the way that we handle your concern you may complain to the Information Commissioners Office (ICO) at:

<https://ico.org.uk/make-a-complaint/>

The Information Commissioners Office deals with concerns and complaints relating to data protection (GDPR) and freedom of information legislation.

CHANGES TO THIS PRIVACY NOTICE

We may update or revise this privacy notice from time to time and will provide supplementary privacy information as is necessary.