

Privacy Notice

Place & Economy

Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of it.

This notice tells you what information we collect and process about you when you ask for or get services from our Place & Economy directorate which is led by Steve Cox, the Corporate Director and includes a number of service areas:

- € Planning and Development
- € Waste Management
- € Highway Services
- € Natural and Historic Environment
- € Street Cleaning
- € Ground and tree maintenance
- € Environmental Pollution
- € Environment Strategy
- € Licensing including taxis and alcohol
- € Food Safety
- € Health & Safety
- € Private Water Supplies
- € Communications including marketing
- € Tourist Information
- € City Centre Events
- € Trading Standards
- € Car Parks
- € Event Safety
- € Resilience

We have included a link or an email address above for these services.

What information do we hold and about who?

We collect and process information about people who have contacted us for specific services, made applications for licenses and where we have a statutory duty to protect the public.

The categories of person we may hold information about includes

- Customers
- Service providers such as foster carers
- Complainants, appellants and objectors to matters
- Vulnerable children and adults
- License holders

- Tenants

The information we hold about you varies according to the service you are having but might include the following -

- Name
- Address
- Date of Birth
- Ethnicity
- IP Addresses
- Vehicle details
- Premises details
- Contact details including email addresses
- Physical and Mental health Information
- Relevant Case Information including records of visits or contacts with you
- Details about other agencies involved with you
- Financial Information
- Witness and victim details
- Criminal convictions
- Children

The information we collect is recorded in paper files, in databases and in electronic folders on Peterborough City Council's secure network where it is accessible only to staff who need to see it to do their jobs. Staff who visit you might keep paper notes about their conversation with you but these will usually be destroyed once relevant information is transcribed to our electronic systems. Some of the information in our databases can be accessed remotely on mobile devices, by staff who visit you in your home.

Why do we have it and what do we use it for

If you approach these services then we will need to process your information to perform our statutory duties, investigate criminal offences and also provide you with information where you may consent to.

- € [Planning and Development](#) have a number of statutory duties in particular the Town and Country Planning Act 1990, the Development Management Procedure Order 2015 and the Building Regulation Act 2010. Therefore in terms of the application, our legal basis for processing personal data is part of our statutory duty and our basis for special categories of data would be on this basis as well. Building Control and the Planning Enforcement service investigate alleged breaches of planning regulation and unauthorised building works. These breaches may become criminal offences therefore we process personal data and sensitive personal data in line with Part 3 of the Data Protection Act or law enforcement purposes and for our statutory duties

- € [Waste Management](#) has a statutory duty to provide services which include the Environmental Protection Act, Clean Neighbourhoods Act and Environmental Permitting Regulations. This means that we may need to hold some information to enable us to meet those duties. We also operate a paid for garden waste scheme which requires us to collect certain information to fulfil the contract for the service between ourselves and the customer. Information is shared with Amey who provide this service under their contract with us to enable them to collect waste etc.

- € [Natural and Historic Environment](#) advise planning on such issues which may affect planning and development matters around listed buildings. The service also manage council's trees and hedges which are delivered by our partners Amey. We have a contract with Amey for them to provide this service. The service also includes the council's archaeology service. We may process personal data for this services as part of our statutory duties relating to planning and protecting the public but also on occasions whereby you consent to processing information about you, for example when an artefact is found on your property.

- € [Highway Services](#) has a statutory duty to maintain the highway and is responsible for: transport planning, improving and maintaining Peterborough's highway network including roads, drainage, street lighting, winter gritting and bridges; managing the Concessionary Fare public transport scheme and locally supported services; and behavioural change initiatives to increase the use of sustainable travel. A number of public tasks are required to perform this role under the Transport Act 1985, the Highways Act 1980, Traffic Management Act 2004 or Town Improvements Clauses Act 1847. These services are delivered by Peterborough Highway Services, a partnership between the Council and Skanska Construction UK Limited through six teams, as follows:
 - Environment and Transport team is responsible for working with the Cambridgeshire and Peterborough Combined Authority to produce the Long Term Transport Strategy (LTTs) and Local Transport Plan (LTP4); reviewing planning applications; the integrated capital programme including bus stops, walking and cycling schemes, road congestion schemes, safety schemes and safer journeys to school schemes; seeking external funding; a programme of work to encourage sustainable travel known as Travelchoice. This service is also responsible for Concessionary Fares; Bus Operator Liaison; Supported Bus Services and Contracts; Demand Responsive Transport (Dial-a- Ride); Day-to- Day Management of Council's responsibilities regarding the bus station; Bus Infrastructure (Bus Stops and Bus Shelters); Information Services and Traveline; Rail Liaison with industry stakeholders.

 - Highway Development Control team is responsible for providing consultee responses for highway related matters on planning applications; vetting of road adoption applications and inspection of works through to adoption under Section 38 and 278 of the Highways Act, 1980 highway status enquiries; local land search enquiries; temporary directional sign applications for new housing developments.

- Network and Traffic team is responsible for street works liaison, on street parking restrictions in connections with traffic regulation orders, temporary traffic regulation orders, including installation, maintenance and operation of traffic signals and highway structures.
- Highway Maintenance team is responsible for day to day and strategic maintenance of the city's highway infrastructure including roads, footpaths,, street lighting, drainage systems and public rights of way. This includes signage, winter gritting including responsibility for the delivery of major road improvement schemes.
- Asset and Contract Performance team is responsible for street naming and numbering, local land and property gazetteer, asset data collection and monitoring the overall performance of the Peterborough Highway Services partnership.
- Sustainable Drainage team is responsible for strategic management of the adoptable surface water drainage systems, strategic water courses, including planning advice and consent for both conventional and SuDs drainage in new and existing developments.

The highway service manages issues which affect the public such as requests for a crossing or a dropped kerb. In these instances we will process the information we need to deliver that service to you as part of our public tasks.

We also process information to enable, for example, the repair of potholes or other damage to the highways. We will only ask for the information we need to enable us to correct the issue and update you on progress should you wish us to. We will not use this for any other reason.

We also undertake consultations in line with our public duties on such issues as the Local Transport Plan, scheme development and parking restrictions. Where you contribute, we will publish comments but will not include your contact information. We will retain your contact information for the purpose of directly responding to your comments but if you do not wish us to respond then please make this clear in your response. These will be retained for the duration and evaluation of the consultation. We will not use your contact details for any other reason.

We collect and process information to enable us to meet our duties under the Concessionary Travel Scheme. We do share this information with other local authorities in the area to prevent and detect misuse of the system or fraud. The team also holds a database relating to school transport and social care journeys as part of our public duties.

- € [Street Cleaning](#) is provided by our strategic partner, Aragon, and we will share reports of issues around fly tipping or graffiti. We have a contract with Aragon for them to provide this service. We will only ask for the information we need to enable us to correct the issue and update you on progress should you wish us to. We will not use this for any other reason.

- € [Ground and tree maintenance](#) is undertaken by our partner Aragon. We have a contract with Amey for them to provide this service. This may include the removal of trees which are affecting property or highways. We have a duty of care to protect the public from any issues, for example under the Local Government (Miscellaneous Provisions) Act 1976 we are required to act if a privately owned tree is affecting the highway or public. We do collect certain information when you contact the council to discuss an issue so that we can provide feedback to you on the matter. We will only process your information for this reason.

- € Environment Strategy is a service which seeks to deliver on our ambition to be [the UK's Environment Capital](#). The service has a list of subscribers to its e-newsletters - you can subscribe via the website and unsubscribe at any point as this is based on your consent to receive the newsletter. The team also manage a website called Share Peterborough which aims to encourage local organisations to share underutilised resources. Members can register and un-register via the site. This service also reports data annually to the Environment Agency in line with its statutory duty as part of the Carbon Reduction Commitment energy Efficiency Scheme.

- € Sustainable Growth Strategy service has a number of functions and will process personal data in order to meet statutory duties in relation to planning
 - [Housing Strategy](#) provides a service to registered providers with a view to maximising the delivery of affordable housing through our Registered Provider Partners in Peterborough. This involves understanding housing need and monitoring the delivery of affordable homes to ensure that we are delivering the type of housing that will best meet identified need. The team also prepares and monitors the council's Housing Strategy and leads on the delivery of our Strategic Housing Market Assessment in partnership with our neighbouring local authorities. The team also provides a service to Fenland District Council and East Cambs District Council under the terms of two agreements. We do share some anonymised information about housing need demand with providers or developers.
 - The [Housing and Strategic Planning](#) team within this service area produces the Local Plan, Minerals and Waste Local Plan (jointly with Cambridgeshire County Council) and also the Housing Strategy. In addition to the production of these documents a number of other statutory functions are undertaken, including the maintenance of a custom and self build housing register, responding to government consultations on matters such as the draft revised National Planning Policy Framework (NPPF) and various monitoring and reporting.
 - We are required to maintain a custom and self build Housing Register which contains the details of people who are seeking to buy a serviced plot of land in Peterborough City Council's administrative area for the purpose of building their own home. It is not a public register and your details will not be shared without your consent. You have a choice as to whether you do register and

the information is used to understand demand for custom and self build plots and then notify you of suitable plots.

- € [Environmental Pollution](#) undertake statutory nuisance investigations such as noise as well as air quality, contaminated land and industrial emission control. These are primarily under the Environmental Protection Act 1990 and this is our basis for processing personal and special categories of information where appropriate. We will also process information for law enforcement purposes where we investigate and prosecute criminal offences. Where it is a criminal matter, we will have categorised our records of facts and opinions as well as types of individuals such as witness or victims or perpetrators.
- € [Licensing](#) manage and issue licenses for premises, alcohol and taxi licenses (both Hackney and private hire vehicles). We process information under our public duties under the Local Government (Miscellaneous Provisions) Act 1976 for taxis and for other licenses under the Licensing Act 2003. We will also process information for law enforcement purposes where we investigate and prosecute criminal offences. Where it is a criminal matter, we will have categorised our records of facts and opinions as well as types of individuals such as witness or victims or perpetrators. Under the Air Quality (Taxi and Private Hire Vehicle Database) (England and Wales) Regulations 2019, we are required to share with DEFRA the vehicle registration number, licence date/expiry, state whether it is a Hackney or Private Hire and any such information we hold in relation to the vehicle that maybe relevant for the purposes of insuring the accurate identification of vehicle.
- € [Blue Badge Parking Scheme](#) service provides the management of the scheme for those who may qualify for a badge. It is our public duty to provide this service and therefore this is our basis for processing personal and special categories of data.
- € [Food Safety](#) is a statutory service which inspects food businesses and deal with food complaints. We undertake inspections in line with the code of practice issued under Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and of the Official Feed and Food Controls (England) Regulations 2006. We will also process information for law enforcement purposes where we investigate and prosecute criminal offences. Where it is a criminal matter, we will have categorised our records of facts and opinions as well as types of individuals such as witness or victims or perpetrators.
- € [Health & Safety](#) are responsible for enforcing health and safety regulations in businesses which include catering and hospitality, hairdressing and beauty, motor vehicles, working in an office, retail and warehousing in Peterborough to make sure they are safe for all employees and visitors. We therefore have a public duty to process personal and special categories of personal data.
- € [Private Water Supplies](#) are regulated and monitored by the council in line with our public duties under the Private Water Regulations 2009. We therefore have a public duty to process personal and special categories of personal data

- € Communications (including marketing) will always ask you for consent to send you information such as the [council updates newsletter](#). You will always have the option to withdraw that consent and we will ensure that you do not receive any further emails. If you provide feedback on a consultation then we will only keep your contact details to respond to your comments on the specific consultation. Our website has a privacy policy which details how we may collect information about your visit to the council's website and how you can opt out of that.

- € [Tourist Information](#) support and look after visitors & residents with information ,on events, attractions and any information required about the city and surrounding areas. We also issue Blue Badges and bus passes. We also also record customer details when we sell tickets for an event and in that event process personal data due to the contract then existing between the council and the customer. In all other cases, we process personal data by consent and you can opt out at any time.

- € City Centre Events are those such as at Christmas and festivals whereby the council delivers events for the public. We have a public duty to process personal and special categories of personal data where we need to assess licenses, disabled access and health and safety at events. We may collect some personal contact information from interested parties and will only use those details for that purpose. We also organise the Perkins Great Eastern Run and will collect information about entrants to ensure we can register and manage the event. We will collect health information about entrants to ensure that we are aware of any medical conditions and emergency contacts of entrants. We also manage bookings for events in open spaces and parks where we process booking information to ensure that events happen safely and lawfully.

- € The [City Market](#) has a number of stalls and we will process personal information from those stall holders to enable us to fulfill the contract between the council and the stall holder.

- € [Trading Standards](#) are dedicated to working with local businesses providing advice and guidance on a wide range of civil and criminal legislation to create a safe and fair trading environment for both businesses and consumers in the Peterborough area. We therefore have a public duty to process personal and special categories of personal data. We will also process information for law enforcement purposes where we investigate and prosecute criminal offences. Where it is a criminal matter, we will have categorise our records of facts and opinions as well as types of individuals such as witness or victims or perpetrators.

- € Our [Car Parks](#) are managed in line with parking and road traffic orders. We will collect information in order to facilitate parking where car recognition systems are in place or for the issuing of penalty charges.

- € [Event Safety](#) operates under a number of Health & Safety Acts to deliver safe and planned events within the city.

€ [Resilience](#) is our business continuity and emergency planning service which operates under the Civil Contingencies Act 2004. We are obliged to process personal and special categories of data to plan for and respond to public emergencies and disasters

Please note that we will use personal data and special categories of personal data to perform our public tasks which include for law enforcement purposes where we can assist or carry out investigate and prosecute criminal offences. Where it is a council investigation into a criminal matter, we will have categorise our records of facts and opinions as well as types of individuals such as witness or victims or perpetrators.

We collect only the information that we need to carry out these functions and we ensure that it is used and stored safely and securely. All staff who have access to information about you will have received training on data protection and information security.

Who we share information with and why

We will need to share information where it is necessary to perform our statutory duties and this will be made clear to you in your particular case. We will share information with other law enforcement partners for the purposes of preventing or detecting crime as well the prosecution or apprehension of offenders.

Some of the agencies we receive and share information in will include:

- Health Agencies
- Local Businesses
- Department for Work and Pensions
- Other Council services where permitted
- Police
- other Councils where permitted
- partners such as Skanska, Amey
- Care providers
- GPs
- Solicitors
- Courts
- Education providers
- UKBA
- HMRC
- Central government departments

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework. We require anyone we share information with, or who uses it on our behalf, to adhere to Data Protection law.

How long do you keep information for?

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice.. More detail can be found in our retention schedule.

Your Rights

You have rights under Data Protection and these are as detailed in the corporate notice and can be accessed on our [Data Protection - Rights Information page](#).