

Privacy notice – Food and Safety Team

The Food and Safety Team of Derby City is committed to protecting and respecting your privacy when you use our services. This privacy policy states out how and when we use any personal information in order to be able to assist you with your request or to enable us to investigate fully. Some of this information will be recorded and stored on our systems.

How do we collect information from you?

We collect information from you when you visit www.derby.gov.uk; also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

We receive information and referrals that include personal data from a wide range of partners such as Public Health England, Care Quality Commission and the Health and Safety Executive. We also receive similar information from members of the public.

How is your information used?

In accordance with our public tasks we use the information collected to enable us to contact you in relation to food hygiene and health and safety inspections, during the investigation of complaints about your businesses and to keep you informed on new guidance or legal requirements. In the case of an investigations or complaints, the information may be used to identify the source of illness, identify the cause of an accident or investigation breaches of businesses obligations in law.

Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We do not share your information with anyone else unless we are required to do so by law or it is necessary to provide our services to you. We may share your information with the following:

Internal:

Building Control – we may pass on information to enable them to meet their statutory obligations.



Environmental Protection – if your enquiry concerns issues that our colleagues may be able to assist you with, for example relating to flue extraction, noise or waste control.

Licensing – we share information with licensing if we consider a license may be required, e.g. sale of alcohol.

Trading Standards – we will pass on information to enable them to meet their statutory obligations.

Land Charges – we share information with land charges if we serve a legal notice on a business.

Planning – we may need to pass on information, for example in relation to a new business, where there may be planning implications.

External:

Derbyshire Fire and Rescue – we may share information if possible fire safety issues arise during the course of a visit.

Public Health England – we share your information to meet their statutory obligations, especially relating to the investigation of food poisoning outbreaks.

Health and Safety Executive – we may share information, in connection with an accident / incident investigation.

Food Standards Agency – we may share information, in connection with an complaint / incident investigation.

HM Revenues and Customs - we share your information to meet their statutory obligations.

Police – we may share information, in connection with an accident / incident investigation.

Quality Care Commission – we may share information in connection with an accident / incident investigation, where they are the enforcing authority.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

The information we collect is carefully stored electronically. We will hold a completed registration form or application for approval for the duration that the business is in operation to enable it to be used as evidence as required. Once the business is closed it is retained for seven years.

Information collected as part of an investigation is kept for seven years following the completion of an investigation, except in the case of an accident to a minor when data is retained for 7 years



from attaining the age of 18. If the investigation relates to exposure to noise, vibration, lead, asbestos and chemical, the information is retained for 40 years from attaining age 18.

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with Data Protection legislation.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand, whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://www.derby.gov.uk/site-info/about-cookies/>.

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance

The Council House,
Corporation Street,
Derby, DE1 2FS

By phone: 01332 640763

By email: data.protection@derby.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

By Post: Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire



SK9 5AF

By phone: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit ico.org.uk or email casework@ico.org.uk.

