

Privacy notice – pest control service

When you contact the Pest Control Service, you will be asked for certain personal information in order to allow the council to provide the pest control treatment(s) or contract you wish for the service to undertake. Some of this information will need to be recorded and stored on our systems.

The type of data we collect

The personal information that will be asked of you will include:

- Your name and address
- Your contact email and/or telephone number
- Your financial information

Legal basis for processing

Any personal information processed by the Pest Control Service will be done to fulfil our contractual obligations to you under Article 6(1)(b) of the General Data Protection Regulations, following your request for a pest control treatment or contract.

We will use your personal information to:

- Check your identity and to respond to you when you contact the service for advice
- To provide you with a quotation for the pest control treatment or contract you wish the service to undertake
- To process and undertake your request for a pest control treatment or contract
- To help the service investigate any concerns or complaints that you may have about the service(s) that you have received from us

The information which the service collects will be recorded and stored on our secure Customer Record Management System (CRM), and in the case of any pest control contract, within a secure electronic folder. A paper record of individual pest control visits undertaken will also be kept securely by the service.

Sharing your data

In order to address the underlying cause of your pest control problem, or to address issues which are identified as contributing to the problem, we may need to share the information that you give us with other departments within the council, such as the Environmental Protection Department. We may also need to contact your landlord, for example where proofing measures or structural works are required to your rented home in order to address a particular pest problem, and prevent future pest activity in your home.

We will only ever share your information where it is necessary and lawful to do so in order to successfully fulfil the treatment which you have requested the service to undertake on your

behalf. In all such circumstances, the service will ensure that appropriate safeguards are in place to protect the personal information processed.

Retention

We will retain your personal information for six years following completion of the requested treatment or contract. After this time your personal information will be deleted from our records and paper records shredded. A copy of the service's formal retention register can be made available on request.

Your rights

You have the right to request access to the information that we hold about you. To make a request for this information, please contact our Information Governance Manager, Joanne Porter.

In addition to the above, you may also have the right to:

- in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means and
- data portability

If you wish to execute any of these other rights, please contact the councils Data Protection Officer.

Contact us

If you have any questions about how we handle your personal data, please contact the Council's Data Protection Officer; Joanne Billington on 01253 887372 or visit www.wyre.gov.uk/privacy for further information.

You also have the right to contact the [Information Commissioner](#) if you are unhappy with how we are handling your personal data.