**Privacy Notice – Surveys / Information Gathering**

Planning and Regulation is a service of West Suffolk Council. This privacy notice explains how we use any personal information we ask you for when completing your application to be included in information updates on the specified subject.

West Suffolk Council is a Data Controller and can be contacted at: West Suffolk House, Western Way, Bury St Edmunds, Suffolk, IP33 3YU. Tel: 01284 757173. The Data Protection Officer can be contacted at the same address.

We will collect your personal information (as a legitimate interest, under the Localism Act 2011) to help us assess and improve service delivery in the council’s area and share these improvements to our services with you through regular communications.

Your address may be shared with the government Office for Zero Emission Vehicles (OZEV) for the purposes of supporting future bids for funding. In this case we may use your email address to keep you informed on the outcome of any bid for funding for your area. Your information will not be shared with other third parties, unless used for Council purposes, to prevent or detect crime, to protect public funds or where we are required or permitted to share data under other legislation.

We will keep the data provided for EV charging requests for 3 years. When data is used in a bid, it may be kept for longer than three years whilst the funding bid is pending so that we can inform you of the outcome of the bid. If a funding bid is denied, then we will delete your information after you have been informed of the outcome. If a funding bid is successful, then you will be informed of the outcome and will be kept updated throughout the ordering and installation of chargers. Your data will be deleted once we have informed you that charger installation has been completed and you have been given some information on how to use the chargers. Once the three-year period has expired, and your information is not being held due to a pending bid or charger installation as mentioned previously, then your information will be anonymised such that only postcodes will be retained, allowing for a running total of number of requests within each postcode.

You have the right to access your data and to rectify mistakes, erase, restrict, object or move your data in certain circumstances. Automated decision making and processing is not used during this application. Please contact the Data Protection Officer for further information or go to our website where your rights are explained in more detail. If you would like to receive an explanation of your rights in paper format please contact the Data Protection Officer.

Any complaints regarding your data should be addressed to the Data Protection Officer in the first instance. If the matter is not resolved you can contact the Information Commissioner’s Office at: Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF Tel: 0303 123 1113.

For further information on our Data Protection Policies please go to our website: [How we use your information](https://www.westsuffolk.gov.uk/Council/Data_and_information/howweuseinformation.cfm) or email: [data.protection@westsuffolk.gov.uk](mailto:data.protection@westsuffolk.gov.uk)