

Countryside and Public Realm Privacy Notice

Public Realm and Countryside are services of Babergh & Mid Suffolk District Councils. This privacy notice explains how we use any personal information we ask you for in relation to the following services:

- Grounds maintenance
- Street Cleansing including Fly-tipping, litter, graffiti and dog bins
- Parking (fines, appeals, season tickets, parking permits)
- Open spaces and playgrounds
- Public Conveniences
- Volunteering – Conservation, Litter Pick, user groups and friends of groups.
- Countryside sites
- Public Rights of Way – creating, diverting, extinguishing a public footpath, bridleway or restricted byway
- Commons and village greens regulated by Schemes of Regulation and Management made under the Commons Act 1899 and general commons and village greens queries
- Tree related enquiries

What information do you collect about me?

We will collect personal information about you in the form of contact details including names, addresses, telephone numbers, mobile numbers, email addresses when you complete online forms or contact us concerning the above services.

Why do you collect this personal information and how do you use it?

When you are reporting an issue regarding, for example: a fly-tip, grounds maintenance problem, or appealing a parking fine and we require the information to collect the waste or investigate the issue. The information you provide will only be used for these purposes and we will only contact you should we require further information about your report or application.

All your information will be processed in accordance with the General Data Protection Regulation as part of the Data Protection Act 2018 and will be used by us and our partners to deliver and improve this service. We will not disclose any personal information to any other third parties unless required to do so by law. For more information on how this is done click: [How we use your information](#)

General Data Protection Regulation

Any personal information we capture about you is processed under the terms of The General Data Protection Regulation and the Council's Data Protection Policy which can be found at: [Data Protection Policy](#)

Can I access the information you hold about me?

Under the Data Protection Act, you can ask us for access to information that we hold about you. This is called a data subject access request; you will need to request this information in writing. To help you in this process we have prepared a [Data Subject Access Request](#) form that you can download and complete. You will be required to provide proof of identity in person. We must respond to you within one month. If we feel the request is complex, we may ask for an extension of this period.

If the information is incorrect you must write to us and tell us what information is incorrect and ask that it be corrected. If we do not agree that the information is incorrect you may ask us to record your disagreement.

If you wish to complain about the way in which your request has been processed then your complaint will be dealt with as a Step two complaint in accordance with our [complaints procedure](#)

If, after an internal review, you are still unhappy with the decision, you have a right of appeal to the Information Commissioner, visit their page: [Information Commissioner, report a concern](#)

How can I contact you?

Please contact us if you have any questions about this privacy notice or information we hold about you by email at: dataprotection@baberghmidsuffolk.gov.uk or write to us at: Data Protection Officer Babergh & Mid Suffolk District Councils, Endeavour House, 8 Russell Road, Ipswich, IP1 2BX