**Noise-app Services Privacy Notice**

**What this document is for**

This privacy notice provides details on how we, use your personal information for the purposes of investigating noise complaints. This relates to contact made directly to the Council and via the third-party Noise App supplied by RHE. By submitting recordings of noise that you deem to be a nuisance to the council via the Noise App, you are consenting to the following use of your data. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

**Further details**

We also provide the following details in our general privacy notice on our website:

<https://eform.whitehorsedc.gov.uk/ebase/ufsmain?formid=GDPR&CFGID=22&P_GDPR_PARAMS__CFGID=22&P_GDPR_PARAMS__SOVA=SOUTH&SOVA_TAG=SOUTH&ebd=0&ebp=10&ebz=1_1642677546146>

**What will we do with your data?**

We use it to process requests, answer queries and investigate complaints about these services. We intend to keep your data for 6 years as stated in our retention schedule.

**What are your rights?**

You have the right to request access to your personal information to:

ask for errors to be corrected

restrict how your information is used

object to how it is processed

request that your data is deleted.

You also have the right to lodge a complaint with the Information Commissioner's Office if you are not happy with how your data is processed.

**What are the consequences of you not providing data?**

If the data is not provided we may not be able to provide services and we may not be able to investigate complaints.

**How will we share your data?**

Information provided for the noise-app may be shared with the Community Safety Team, Thames Valley Police, OCC Adult Social Care Team or your registered housing association and other agencies in order for the Council to carry out their statutory duties. Apart from where previously stated, we do not pass your details to third parties unless we are lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.