

# Coventry City Council (CCC) Privacy Notice for City Services

**Coventry City Council** Complies with the Data Protection Act and the UK GDPR and is registered with the Information Commissioner's Office (ICO) as a Data Controller. This Privacy Notice explains how personal information is going to be used, what for, who it will be shared with and why.

## Why we collect and use Personal Data about you

We collect and hold personal information relating to flood incidents.

We use this information to:

- Provide you with necessary and appropriate services
- Conduct investigations into the source of flooding and means to reduce risk

We process your data to carry out a task in the public interest in accordance with Section 19 of the Flood and Water Management Act 2010 (FWMA).

## What information do we collect about you?

- Full name
- Property address
- Contact number
- Email address

## Who we share your personal Data with

We will share data with:

- Environment Agency
- Severn Trent Water Limited

We will share property address data with the two above authorities, to allow them to identify properties in a known or emerging flood risk area and allow them to carry out further investigation. It will also inform their potential investment plans to reduce flood risk.

## How long will we keep your information?

We will only keep your information for a 6-year period, so we can give you the service you need, unless we must keep it for legal reasons.

## Your Rights

You have the right to:

1. Ask to see the personal information we hold about you
2. Ask us to change information we hold about you if it is wrong
3. Ask us to delete the information we hold about you
4. Ask us to limit the way we use your personal Information
5. Ask for human intervention regarding decisions made about you by a computer
6. Data portability (have your data transferred to another Authority)
7. Complain to the Information Commissioner's Office



To exercise any of these rights please contact Flood Risk Management and Drainage Team, City Services Directorate, using [flooding@coventry.gov.uk](mailto:flooding@coventry.gov.uk)

## Complaints

You have the right to submit a complaint if you are unhappy with the way your request is handled or disagree with a decision made by the council regarding your data. In these circumstances you can contact the Data Protection Team (DPO) and request a review of the decision.

If you are not satisfied with any outcome from the DPO you may wish to apply to the Information Commissioner's Office at:

The Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.