

# **Regulatory Services – Privacy Notice**

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# Who we are and what we do?

Southend-on-Sea City Council is the data controller for your personal information, and has its own Data Protection Officer (DPO) who can be contacted by email [dataprotection@southend.gov.uk](mailto:dataprotection@southend.gov.uk) or by telephone on 01702 215000.

This Privacy notice will tell you:

- Why we collect information about you?
- What information we collect?
- How we use your information and who we share your information with?
- How the law allows us to use your personal information
- How you can access the information we hold about you and other rights.
- How long we keep your information?
- Who can you contact about data protection and your rights?

Southend on Sea City Council Regulatory Services team administers the following licensable activities:

- HMOs and selective licensing
- residential caravan site licences
- licensing Act
- gambling act
- animal
- zoo
- explosives and petroleum
- scrap metal
- massage and special treatments
- private hire and hackney carriage operators, drivers and vehicles

and undertakes inspections and responds to service requests for these activities and the following activities:

- food hygiene and standards
- health and safety
- permitted processes
- statutory nuisance
- animal health and welfare
- anti-social behaviour
- stray dog service
- rabies control
- pest control
- animal feed
- trading standards
- air quality
- housing standards
- public health burials
- filthy and verminous premises
- planning
- infectious disease
- Skin piercing

and enforces legislation in relation to these activities. Undertaking proactive work as well as responding to complaints. We also support businesses and individuals where we can ensure that all areas under the statutory controls are properly regulated and safe for residents, visitors and those working in premises in Southend-on-Sea.

This notice explains why we ask for relevant personal information in relation to these licenses, inspections and investigations of complaints on how that information will be used and how you can access your records. Guidance on the activities undertaken can be searched on our website on each specific activity <https://www.southend.gov.uk/>

If you have questions regarding these activities or our privacy practices, you can contact us in writing at:

Regulatory Services Southend on Sea City Council Civic Centre Victoria Avenue  
Southend-on-Sea Essex SS2 6AN

Or by email at: [council@southend.gov.uk](mailto:council@southend.gov.uk)

## What information we collect?

In order to administer regulatory services activities we may need to collect the following information from you:

- Your name and contact details
- Your date of birth and/or national insurance number
- Property address
- Medical records
- DBS
- Driver records
- Training records
- Information to support your claim, such as tenancy agreements, fire safety records, gas and electrical safety certificates, and insurance documents
- Evidence from on-site inspections, including photographs, and detailed notes of what was observed, witness statements, fire precautions, disrepair, number and names of people living there
- We may look up other information the council or other statutory agencies already hold about you
- Ownership and charge details from the land registry.
- Next of kin details

We will only ask for personal information that is appropriate to enable us to deliver our services.

## How we use your information, and who we share your information with?

We need the information from you so that we can:

- determine licence applications and to administer licensing schemes
- Undertake statutory inspections
- Investigate complaints

We collect information from you directly and from other sources to regulate the named activities. This includes information from other council departments and statutory services such as the fire brigade, police, community safety and neighbours, national rogue landlord register, Greater London Authority (“GLA”) rogue landlords register, landlord accreditation schemes, credit referencing agencies, freeholders, leaseholders, mortgage companies, gambling commission, Office of Product Safety and Standards, Food Standards Agency, Department of Environment Food and Rural Affairs, Environment Agency, Gangmasters and Labour Abuse Authority and other interested parties.

We may contact you from time to time if we feel there are developments in the law you need to be aware of, if we have information that may benefit you or if we would like consult with you about a new policy or procedure. Where we have issued a licence we will also contact you before the licence renewal date to ensure you remain licensed.

Information will also be held on public registers and portals for the following activities:

- Licensed HMOs and other dwellings, Temporary Exemption Notices and Management Orders under the Housing Act
- Residential caravan sites; site rules and site manager details
- Permitted Processes
- Licensing Applications
- Skin Piercing
- Public health burials
- Taxi driver applications made to other authorities.

We may also be obligated to share your personal details with other organisations, partner agencies and external regulatory partners for purposes of law enforcement and fraud and for the prevention or detection of crime, the capture or prosecution of offenders and the assessment or collection of tax or duty.

## **How the law allows us to use your personal information**

The legal basis we use to process your personal data under the UK General Data Protection Regulation (“UK GDPR”) are;

Personal data; Article 6(1)

(a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.

(b) Contract: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

(c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations).

(e) Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

Sensitive personal data Article 9

(a) Explicit consent

(g) Reasons of substantial public interest (with a basis in law)

We will not be able to assess and process your licence application or complaint without the personal data you provide us with. We will also need this information to properly regulate the statutory inspection programmes.

If we have asked for consent to use your personal information, you have the right to withdraw it at any time. If you want to remove your consent, please contact [Dataprotection@southend.gov.uk](mailto:Dataprotection@southend.gov.uk) and tell us which service you're using so we can deal with your request.

## How you can access the information we hold about you, and other rights

You have the right to request information about yourself under the relevant data protection legislation.

To make a Subject access request you can use one of the following methods:

- [Fill in our online form](#)
- Phone: 01702 215000
- Write to: Data Protection, Civic Centre, Victoria Avenue, Southend-on-Sea SS2 6ER

You also have other rights under data protection legislation;

- The right to rectification
- The right to erase (the right to be forgotten)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

To make a request to exercise any of these rights you can contact us using the details provided above.

## How long we will keep your information

Dependent on what information we have collected or hold for you there will be different retention timeframes for each set of information. We will retain all records in line with our organisational retention policies and we will not retain information for longer than is necessary or than we are allowed to do so.

## Who you can contact about Data Protection and your rights

**Information Commissioner's Office**

If we're unable to resolve your complaint to your satisfaction, you can make a complaint to the Information Commissioner's Office (ICO) [www.ico.org.uk](http://www.ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk)

Alternatively you can write or telephone:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

For further information on how we process your information please see:

[Privacy Notice May 2023](#)