

Privacy Notice – Land Charges

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our revised privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Who we are

North Kesteven District Council uses your personal data to provide you with the Local Land Charges service. The Local Land Charges Team provides specific advice in relation to Local Land Charges and maintains the Local Land Charge Register.

What information do we collect

The data we collect from personal search companies, solicitors and conveyancers will include company name, postal address, email address, telephone number and individual contact within an organisation.

The data we collect from a member of the public applying for their own searches are limited to name, postal address, telephone number and email address. Land charges do not hold any bank details, as these are collected by the Customer Services Team or Debtors Team on our behalf. However, we will hold details of the method of payment. The information you provide is to enable the Local Land Charges Team to carry out its duties and functions, provide you with a service, and continue to make improvements.

Why we collect your data

The basis for processing your personal data relates to 'public task', as we are performing a specific task in the public interest that is set out in law. The personal data is necessary to enable the processes and procedures to be carried out. Without the data, the Council would be unable to process applications and searches, and unable to grant planning permission.

Our Local Land Charges service can collect your personal data under the Local Government Act 1972, the Local Land Charges Act 1975, and the Local Land Charges Rules 1977. It collects your data for the following purposes

- To respond to request for advice
- To communicate – to make contact by post, email or telephone
- To provide a service delivery to our client services
- To advise client departments in regard to the Council's statutory and regulatory functions.

How we collect your data

We do this in a number of ways, which includes information being collected on paper or online forms, by telephone, by email, or by a member of staff. This information may be collected from you directly, or from a representative acting on your behalf, for example, a solicitor. We treat your personal data with the utmost care and take appropriate steps to protect it.

When we will share your data

In certain circumstances your personal information may be shared with external organisations where we have a statutory obligation, for example, the police. Some organisations your data will be shared with include:

- Solicitors/conveyancers who request a search or copy documents
- Members of the public who request a search.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies, sometimes delete and restrict the personal information we hold. You are legally entitled to request access to any information we hold about you. We try to ensure that any information we hold is accurate and you have the right to ask us to correct this if it is found to be incorrect.

If you want to contact us with regards to your rights, please contact dataprotection@n-kesteven.gov.uk

How do we protect your information

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information. We secure information by controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it. We also provide training for our staff, which allows us to make them aware of how to handle information and how and when to report when something goes wrong.

How long do we keep your information

There is often a legal reason for keeping your personal information for a set period of time, which is included in our retention schedule. However, we would only keep your personal information for as long as we need to. The retention period for Local Land Charges are:-

- Registrations – remain until they are discharged.
- Search results – indefinite.

Where can I get advice and/or make a complaint

If you have any concerns or questions, or would like to make a complaint, regarding data protection matters, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice and/or to make a complaint about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

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.

Alternatively, visit ico.org.uk or email icocasework@ico.org.uk