

The following information applies to New Development Complaints.

**Data Controller:**

Tamworth Borough Council  
Marmion House  
Lichfield Street  
Tamworth  
Staffordshire  
B79 7BZ

**Data Protection Officer:**

Nicola Hesketh  
Tamworth Borough Council  
Marmion House  
Lichfield Street  
Tamworth  
Staffordshire  
B79 7BZ

Email: [data-protection@tamworth.gov.uk](mailto:data-protection@tamworth.gov.uk)

**Retention:**

Records are kept in accordance with the Council's disposal schedule and we will not keep your information for longer than necessary. Our Retention Schedule can be found at:

<https://www.tamworth.gov.uk/sites/default/files/privacy/Retention-Schedule.pdf>

**Rights:** You have certain rights under UK Data Protection law including:

- The right to be informed
- The right of access to your personal data
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

All rights may not be available to you in all circumstances. Further information about your rights is available on our website at: <http://www.tamworth.gov.uk/privacy-notice> or the ICO Website at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

### **Information Collected**

Name  
Address  
Contact Information

### **Purpose Collected**

Allow us to contact you regarding the complaint and any resolution decisions.

### **Legal Purpose**

We will only use your personal information with your consent. Consent can be removed at any time by contacting Tamworth Borough Council.

### **Third Parties we might share information with**

We will not share your personal information with third parties. Anonymised information regarding the complaint will be shared with contractors or developers.

### **Third-Party Service Providers – Which third parties process my personal information?**

Third-party service providers are companies who process information on Tamworth Borough Council's behalf. The following third-parties process personal information about you for the following purposes:

None

### **How secure is my information with third-party service providers?**

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with the GDPR regulations. Our third-party service providers are not permitted to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Your personal data is processed (including storage) within the European Economic Area only.

### **More information**

Tamworth Borough Council's Privacy Notice can be found at:  
<http://www.tamworth.gov.uk/privacy-notice> or a hard copy provided upon request.

If you have a concern about the way that we are collecting or using your personal data, we ask that you contact us in the first instance. Alternatively, you can [contact the Information Commissioner's Office](#).

This Privacy Notice may change from time to time and will be subject to annual review. The last known update/review date can be located at the top of the page.

By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we share it with others.