



## General Privacy Policy

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## 1. Introduction

This privacy policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you. Examples of your personal information would include your name, address and email address.

Any personal information collected is protected under the Data Protection Act 2018, which incorporates the General Data Protection Regulations (GDPR). Its purpose is to protect the “rights and freedoms” of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

As a registered Data Controller, the Board will only process personal information in accordance with the Data Protection Act 2018 and GDPR, as stipulated in our [Data Protection Policy](#). The Board’s registration reference with the Information Commissioner’s Office is Z757663X.

For more on the Data Protection Act 2018 and GDPR, visit the Information Commissioner’s Office [website](#).

## 2. What do we use the information for?

We use this information to fulfil our statutory functions as an Internal Drainage Board, namely to:

- Maintain and improve watercourses and drainage assets within the drainage district and minimise flood risk
- Prepare and maintain a register and map containing information of all agricultural hereditaments in the drainage district
- Determine the annual values of all agricultural hereditaments in the drainage district
- Raise drainage rates and special levies
- Determine applications for land drainage consent
- Prepare and maintain a register of electors
- Conduct elections for elected board members every three years
- Maintain a register of declared interests for Board Members
- Hold Board meetings and make minutes
- Submit annual reports to the relevant Minister, supervisory body, local authority and external auditor

On a day-to-day basis we may use this information to perform administrative and operational functions, including:

- Accessing land to carry out maintenance activities on watercourses and structures
- Logging and responding to general enquiries, complaints and consultations
- Obtaining quotations for products and services
- Issuing invitations to tender
- Entering contracts
- Processing payments to our suppliers
- Invoicing third parties for any services provided by the Board (via an agreement)
- Making applications for capital funding

- Operating the Board's bank accounts
- Conducting valuations of hereditaments
- Issuing drainage rates demands and reminders
- Enforcing payment of drainage rates
- Receiving payments and recording receipts
- Maintaining employee records
- Processing payroll for our employees
- Recruitment of staff
- Organising publicity and community engagement activities
- Distributing information to Board Members
- Working with partners e.g. other drainage boards, local authorities, government departments, agencies and statutory undertakers.

### **3. What information do we hold and use?**

We may collect and process different types of personal data about you, depending on your relationship to the Board (e.g. a ratepayer, a supplier, an employee or a Board Member), including:

- names, addresses, telephone numbers and email addresses
- property ownership and occupancy
- annual values of properties in respect of drainage rates
- financial data such as bank account details and/or payment card details
- transactional data including payments made by you or by us
- accounts information identifying balances owed by individuals
- correspondence data such as emails, notes of meetings, conversations or other communications
- date of birth, marital status, job title, passport details, employer/company details
- education data and employment history collected through job applications
- technical data such as IP addresses and other information from the devices you use to access our website
- usage data which provides information about how you use our website

Generally we do not collect special categories of personal data, such as details of race or ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data.

We may seek some of this information for the purposes of equalities monitoring when recruiting staff and ensuring that prospective and existing members of staff are fit to work subject to any reasonable adjustments. We may also hold sensitive information about our Board members. Please refer to the privacy policies for Board Members, Employees and Job Applicants, available to download on our [website](#).

We may seek information such as dietary requirements and access needs when organising a meeting or event.

### *Payment card information*

If you use your credit or debit card to make a payment to us, we will ensure that this is done securely. Following the completion of your transaction, we do not store your credit or debit card details. All card details and validation codes are securely destroyed once the payment has been processed. Only staff authorised and trained to process payments will be able to see your card details. We use Barclaycard International Payments Ltd as our payment gateway and ensure that we are PCI compliant.

#### **4. How do we collect this information?**

Most of the information is collected from the owners or occupiers of land under their legal obligation to inform us. When we do not know the owner or occupier of land we will undertake research using any legal means at our disposal and where practicable contact individuals to verify this information. Some information is shared with us by outgoing occupiers, solicitors, land agents, land registry and other public authorities.

#### **5. On what grounds do we use this information?**

We use this information so that the Board can exercise its functions and duties under the Land Drainage Act 1991 (the Act), principally in relation to the way we raise our revenues through a rate (tax) on occupiers of agricultural land. We may use the information to exercise other duties and functions related to the Act, other relevant Acts or Local Land Drainage Bylaws.

All of the information collected is processed in the public interest.

#### **6. Who do we share information with?**

We share information with a small number of companies that provide professional services to the Board. Typically, these are the Board's Solicitors, Accountants, Debt Enforcement Agents, Valuers & Surveyors, IT Support Services and Software Suppliers. We may share information with other public authorities. We may share information with any of the Court Services.

We do not routinely transfer data outside the European Economic Area and any such transfers would only be made at the request of the individual.

#### **7. How long do we hold this information and is it secure?**

We hold the information for as long as it is needed to exercise our duties and functions. We hold this information on secure computer servers that are restricted to named staff or professional services suppliers. Information is backed up to secure off-site servers that are managed by our professional services suppliers. We hold some paper records securely on premises owned by Ouse and Humber Drainage Board. We routinely use the following security measures:

- 2-step authentication to access the Board's IT network
- Encryption – information is hidden so that it cannot be read without special knowledge (such as a password)

- Access restriction – controlling access to systems and networks to stop people who are not allowed to view personal information from getting access to it
- Training – staff training to make them aware of how to handle information and how and when to report when something goes wrong.
- System testing – testing of our technology and processes including keeping up to date with the latest security updates
- Audits – regular audits of our policies, processes and systems to ensure compliance
- Pseudonymisation – use of a different name or random number so we can hide parts of your personal information from view.
- Redaction of any text in published documents (e.g. meeting minutes) that pertains to personal information.

In the event of a breach of data protection, it will be reported to the Chief Executive within 24 hours of it occurring and logged for future monitoring. A reportable breach will be reported to the Information Commissioner’s Office within 72 hours of discovery and if necessary, the police. A breach is reportable depending on the size and sensitivity of it. If a breach involves a high risk of harm to individuals’ rights, the individuals affected will be directly notified with details of the breach, likely consequences, and measures taken by the Board to mitigate the risk of adverse effects.

## **8. Visiting our Website**

The Board’s website uses “cookies” - small files which are sent to your browser when you visit the website and allow us to distinguish you from other visitors. They facilitate the smooth working of the website and log details of pages you visit, but do not identify you personally. We do not use cookies which could allow your details to be passed on to third-party marketing organisations. However, if you do not wish to accept them, you can delete them and/or block them in your browser. Further details can be found in the Board’s [Website Privacy Policy](#).

## **9. What rights do you have?**

Individuals have certain rights about the way we store and process information. These rights may include the right of access, the right of rectification, the right of erasure/right to be forgotten, the right to restrict processing, the right to data portability, the right to object and the right to not be subject to automated decision-making including profiling.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact us:

**Email:** [info@yorkshirehumberdrainage.gov.uk](mailto:info@yorkshirehumberdrainage.gov.uk)

**Telephone:** 01430 430237

**Post:** Ouse & Humber Drainage Board, 24 Innovation Drive, Newport, East Riding of Yorkshire, HU15 2FW

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

## **10. How to complain**

If you have a concern about the way we are processing your personal data, we request that you raise your concern with us in the first instance, using the contact details above. Alternatively, you can complain to the ICO:

Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
Helpline number: 0303 123 1113