

## **Tree Team Privacy Notice**

### **Who we are:**

Tree Team  
Royal Borough of Windsor and Maidenhead  
Town Hall  
St Ives Road  
Maidenhead  
SL6 1RF

Telephone: 01628 796134

Email: [trees@rbwm.gov.uk](mailto:trees@rbwm.gov.uk)

### **The lawful basis for processing the information:**

Town and Country Planning Act 1990

Highways Act 1980

Anti-social Behaviour Act 2003

Environment Act 1995

Wildlife and Countryside Act 1981

Local Government Act 1972

The Health and Safety at Work Act 1974

### **How do we collect information from you:**

Personal data is supplied by service users by email, by phone, in writing, in face to face meetings, by completing on line forms on our website. Personal data may also be supplied/logged by other service areas within the council.

### **What type of information is collected:**

Name, address, contact details and details of the issue raised. When payments are made for our services such as pre-application advice and high hedge complaints, this will include payment details such as credit or debit card.

## **How we use the information you have provided**

We use personal data so we are able to contact the person who has made an enquiry or service request, to provide a response and further communicate as necessary.

## **Who has access to the information about you:**

Access is available to the Tree Team and other service areas, where those services also have responsibilities under the above Acts.

## **Who we may share your information with:**

Other service areas within the council who also have responsibilities under the above Acts: Highways, Outdoor Facilities, Planning, Legal Services, Insurance and Risk Team. Law enforcement agencies such as the Police.

## **How long we store your information:**

Planning related information and High Hedge Complaints stored on the Uniform software system is held in perpetuity, and issues related to Council trees stored on the Confirm software system is currently stored indefinitely. Personal contractor information is stored for as long as the contractor remains on the council's contractors list.

**Does your service utilise automated decision making? – No.**