

Flood Risk Management Privacy Notice

Who we are:

Commissioning:
Communities Section,
Commissioning and Strategy,
Royal Borough of Windsor and Maidenhead
Town Hall, Maidenhead, SL6 1RF

The lawful basis for processing the information:

Main Primary legislation

Reservoirs Act 1975
Highways Act 1980
Water Resources Act 1991
The Land Drainage Act 1991
Civil Contingencies Act 2004
Flood and Water Management Act 2010
The Localism Act 2011

Secondary Legislation

Water Environment Regulations 2003
EU Floods Directive & Flood Risk Regulations 2009
The Conservation of Habitats and Species Regulations 2010

How do we collect information:

Personal data is provided by the customer either by post, telephone, in person or electronically by email or by completing our online forms on the Council's website. Information may also be provided to us from Royal Borough of Windsor and Maidenhead Customer Service Centre, Environment Agency, Thames Water and borough Parish Councils

What type of information is collected:

Name, address, contact details and nature of enquiry, for example what issue has been reported and details of what has been discussed.

How we use the information you have provided:

The information is collected to enable customer enquiries to be resolved (such as further information required) for flood risk management purposes; to enable them to be processed and for enforcement and prosecution purposes if required.

Who has access to the information about you:

Members of the Commissioning: Communities section have access to this information, along with authorised users of the JADU Customer Relationship Management system and Confirm asset management database.

Who we may share your information with:

Depending on the nature of the enquiry information may be shared with the following:

Royal Borough Internal departments

RBWM Commissioning : Communities section
RBWM Planning Enforcement
RBWM Arboriculture team
RBWM Risk and Insurance team
RBWM Shared Legal Services

External companies

Volker Highways
Project Centre
Environment Agency
Thames Water

How long we store your information:

Permanent retention

Does your service utilise automated decision making? – No.