

## Privacy Notice

### About Us

The Lincolnshire Chalk Streams Project is a partnership of seven organisations: Lincolnshire County Council, Lincolnshire Wolds Countryside Service, Environment Agency, Anglian Water, Lincolnshire Wildlife Trust, Wild Trout Trust and Natural England. For more information on the aims and work programme of the project and its relevant partners, please visit [www.lincolnshirechalkstreams.org](http://www.lincolnshirechalkstreams.org)

The LCSP is hosted by the Lincolnshire Wolds Countryside Service who are hosted by the Lincolnshire County Council (LCC), with LCC operating as the "Controller" of the personal data that you provide to us.

### Why do we collect your personal data and how might we use it?

Some of your personal data may have been provided to us as you have expressed an interest and desire to be kept informed of our various volunteer activities and events. You may also have supplied us with some personal information directly or through a third party organisation. An example of a third party organisation would be do-it.com if we have advertised a volunteer opportunity or event on their website.

It is also necessary on occasion to collect personal data relating to landowner ownership to deliver our work.

We will not collect any personal data that we do not need in order to provide this service and as far as is reasonable and practicable, will ensure that the information recorded is accurate and kept up to date.

### What personal data do we collect?

We will collect the personal data about you in order to help us deliver the right service and to ensure safety.

The personal data we will collect will vary depending upon the nature of the project and our request but will typically include:

- Your name
- Your contact details; including address, telephone number and/or email
- Details of the land that is in your ownership
- Information on your sex (male, female, transgender), age, and employment status may be voluntarily requested when undertaking volunteering as part of the volunteer induction process.
- Emergency contact details to ensure safety when volunteering on our behalf
- Details of health issues that may have an impact on volunteering on our behalf.

## Who do we get your personal data from?

This information is collected in a number of ways:

- Provided to us directly by you when you sign up to use a service we are providing;
- Provided by another professional organisation involved in the provision of services;

Other professional organisations that are likely to provide personal data in the delivery of this service include the members of the **Lincolnshire Chalk Streams Project Partnership**. These bodies include:

**Lincolnshire County Council**  
**Lincolnshire Wolds Countryside Service**  
**Environment Agency**  
**Anglian Water**  
**Lincolnshire Wildlife Trust**  
**Wild Trout Trust**  
**Natural England**

**Other third sector bodies including:** Love Lincolnshire Wolds, Do-it.com, and Community Volunteer Service.

## Who do we share your data with?

The type of service you receive and your personal circumstances will dictate who we share your personal data with. Where applicable, we will share your data with organisations that deliver services on behalf of the Lincolnshire Chalk Streams Project partnership.

We will only share information when it is necessary to do so. The council will not share your information without your consent unless the law requires or allows the LCSP to do so.

Other than statutory work requirements, you will only be contacted by us for the information that you have currently requested – for example information on events and volunteering opportunities.

## How long do we keep your data for?

We are required to retain your personal data only for as long as is necessary, after which it will be securely destroyed in line with the council's retention policy or the specific requirements of the organisation who has shared the data with us.

Retention periods can vary and will depend on various criteria including the purpose of processing, regulatory and legal requirements, and internal organisational need.

## How do we keep your data safe?

We have an information assurance framework in place which ensures that appropriate technical and organisational measures are applied to help keep your information secure and to reduce the risk of loss and theft.

Access to information is strictly controlled based on the role of the professional.

All Lincolnshire County Council staff are required to undertake regular data protection training and must comply with a variety of security policies designed to keep your information secure.

Your personal data is not processed outside of the EU by Lincolnshire County Council.

Further information regarding the Council's information security policy can be found [here](#).

## Your Rights

You have a number of rights which relate to your personal data.

You are entitled to request access to any personal data we hold about you and you can also request a copy. Details of how to make such a request can be found [here](#).

You have the right to withdraw your consent for us to hold personal data at any time.

You can also request that we correct any personal data we hold about you that you believe is inaccurate; request that we erase your personal data; request that we stop processing all or some of it and request that automated decisions are made by a person.

We are obliged to consider and respond to any such request within one calendar month.

## Further Information

If you wish to make a request or make a complaint about how we have handled your personal data please contact:

- Chris Miller, Team Leader – Countryside Services
- The Data Protection Officer at [DPO@lincolnshire.gov.uk](mailto:DPO@lincolnshire.gov.uk).

Alternatively, you can contact the council by writing to:

Lincolnshire County Council, County Offices, Newland, Lincoln, LN1 1YL

Or

Telephone: 01522 552222  
Email: [customer\\_services@lincolnshire.gov.uk](mailto:customer_services@lincolnshire.gov.uk)  
Fax: 01522 516137  
Mini-com: 01522 552055

Or

Lincolnshire Wolds Countryside Service  
Navigation Warehouse, Riverhead Road, Louth, Lincolnshire, LN11 0DA.  
Tel: 01522 555780  
Email: [aonb@lincswolds.org.uk](mailto:aonb@lincswolds.org.uk)

Or

Lincolnshire Chalk Streams Project  
Navigation Warehouse, Riverhead Road, Louth, Lincolnshire, LN11 0DA.  
Tel: 01522 555780  
Email: [chalkstreams@lincolnshire.gov.uk](mailto:chalkstreams@lincolnshire.gov.uk)

If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office (ICO) [www.ico.org.uk](http://www.ico.org.uk)

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