

# **Data Protection Privacy Notice**

## **EDDC – Finance Directorate**

### **Registration and administration of ‘My Account’**

#### **The purpose of this document**

East Devon District Council (EDDC) is committed to protecting the privacy and security of your personal information. This privacy notice describes how we collect and use personal information about you in accordance with data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (DPA) 2018.

EDDC is a data controller. This means that we are responsible for deciding how we hold and use personal information about you.

We are required under data protection legislation to notify you of the information contained in this privacy notice.

It is important that you read this notice, together with any other privacy notice that is provided on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using your information.

#### **Who we are**

East Devon administers the services of a non-metropolitan district council including car parking, cleansing, environmental health, grounds maintenance, housing, planning and revenue collection. Our headquarters is at Blackdown House in Honiton and we also have offices at Exmouth Town Hall.

#### **What information we collect about you and how**

You will have provided us with your personal information as a customer of the council when setting up your account on ‘My Account’. The information that we process will consist of your name, address and contact details, together with any additional personal information that you provide to us through your use of our online forms.

#### **How we use your information**

Your personal information will be used by EDDC to process any request or enquiry you submit using our online forms. Personal data such as your name and address will be used to automatically fill in your details on forms.

We may use your email address to send you password reminders, if requested. Your phone number and address may be used to contact you and to provide you with information about your home, such as waste collection dates, depending which services you sign up to.

If you provide us with special category data, which is relevant to your enquiry, such as information relating to your health or a disability, this will only be processed with your consent or unless a specific condition under Article 9 of UKGDPR applies.

#### **Who we share your information with and why**

Your personal information will be available to be seen by those within the My Account team and the relevant service to which the enquiry or request relates and within support services (such as the Legal and Finance Teams and third-party payment handler) where necessary to carry out the purpose.

Externally, and depending on the nature of your enquiry, information may be shared with contractors or service providers working on the council's behalf where necessary to deal with your enquiry or request.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely within our IT system and will not be accessible to anyone else, including other services within the Council, unless detailed above.

## **Our lawful basis for processing**

For the purposes of setting up your online account, we will process your personal data on the basis of your consent. You can withdraw your consent and close your account at any time. To close your account, please use the online form 'Request removal of My Account', or if you cannot access your account, please email [csc@eastdevon.gov.uk](mailto:csc@eastdevon.gov.uk)

If you use your account to interact with individual services within the council, our lawful basis for processing your data linked to those services may differ depending on the service you are using. Closing your account will not affect how we process the data you provide using these individual services.

You can access a full list of our service privacy notices here [Privacy notices - East Devon](#).

## **How long we keep your personal information for**

All personal information processed as part of the 'My Account' portal will be held by us only for as long as is necessary and in accordance with the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#).

Personal information held solely for the purposes of management of your My Account login will be deleted once the account is closed.

## **Your rights**

The following 7 Data Subject Rights apply when your data is being processed. Please note these rights may vary dependant on the Lawful Basis of processing. Further information about these rights can be found by clicking on the links below.

- [Right to be informed](#): you have the right to be informed about what we do with your personal data, which is the purpose of this Privacy Notice
- [Right of access](#): you have the right to request a copy of any personal information we hold about you and what we do with it. This is known as a Subject Access Request. You can make a request by emailing [dataprotection@eastdevon.gov.uk](mailto:dataprotection@eastdevon.gov.uk).
- [right to rectification](#): you have the right to request that any inaccurate personal data we hold is corrected or have incomplete personal information completed
- [right to erasure](#): you have the right to request that your personal data is erased. This only applies in certain circumstances
- [right to restrict processing](#): you have the right to request that we limit the use of your personal data. This only applies in certain circumstances
- [right to data portability](#): you have the right to move, copy or transfer personal information from one IT system to another in a safe and secure way. This right only applies to certain information in certain circumstances
- [right to object](#): you have the right to object to the use of your information, which means that we would have to stop using your personal information. This right only applies to certain information in certain circumstances

If your personal data is processed on the basis of consent, you have the right to withdraw consent to the use of your personal data at any time.

When making a request to exercise any of these rights, please include your full name, up-to-date contact details and the date of your request. If you are making a Subject Access Request, you should include a comprehensive list of what personal data you want to access, including any relevant dates or search criteria to help us identify the data you want.

## How to contact us

If you have any questions about this notice, consider that your personal data has been misused or mishandled, or would like to exercise any of your rights, you can contact the EDDC Data Protection Officer at:

**Email:** [dataprotection@eastdevon.gov.uk](mailto:dataprotection@eastdevon.gov.uk),

**Postal Address:**

Data Protection Officer  
Blackdown House,  
Border Road,  
Heathpark Industrial Estate,  
Honiton,  
EX14 1EJ

## How to make a complaint

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by writing to:

Data Protection Officer,  
Information and Complaints,  
East Devon District Council,  
Blackdown House,  
Border Road,  
Heathpark Industrial Estate,  
Honiton,  
EX14 1EJ.

You can also email: [dataprotection@eastdevon.gov.uk](mailto:dataprotection@eastdevon.gov.uk)

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with the Information Commissioner's Office (ICO). The ICO is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Tel: 0303 123 1113

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## **Changes to this notice**

We encourage you to reread this Privacy Notice occasionally. We aim to update it regularly, in order to keep you fully informed about how we use your personal information.

This Privacy Notice was last updated on 20 August 2025.