

Privacy notice: how we use your personal data

We are the Environment Agency and we run the environmental incident reporting service. We are the data controller for this service. A data controller determines how and why personal data (personal information) is processed. Our [personal information charter](http://www.gov.uk/government/organisations/environment-agency/about/personal-information-charter) (www.gov.uk/government/organisations/environment-agency/about/personal-information-charter) explains how we deal with your personal information. Go to GOV.UK and search 'Environment Agency personal information charter'.

The personal data we need

- Your name
- Your contact details which may include home address, email address and phone numbers
- Details of your complaint

We process this personal data because in order to have a full record of the environmental incident.

The lawful basis we rely on to process your personal data is article 6(1)(e) of the UK GDPR, which allows us to process personal data when this is necessary to exercise our official authority set out in law under;

- the Environment Act 1990
- Environmental Permitting (England and Wales) Regulations 2016.
- the Environment Act 1995

What we do with your personal data

We use personal data to respond to you regarding your incident report if necessary. We do not use your data to make an automated decision or for automated profiling. We won't share your personal data with anyone else outside the Environment Agency without your consent, unless we are required to do so by law.

How long we keep your personal data

We will keep your personal data while the incident is ongoing and for 7 years after its conclusion in line with our retention policy.

Where your personal data is processed and stored

We store your data in Dataverse hosted either in the UK (London or Cardiff) or in Europe (Amsterdam or Dublin). The data will not be transferred outside the European Economic Area. It will then be stored in our National Incident Reporting System (NIRS) which is held in Milton Keynes.

Contact details

Our Data Protection Officer (DPO) is responsible for independent advice and monitoring of the Environment Agency's use of personal information.

If you have any concerns or queries about how we process personal data, or if you would like to make a complaint or request relating to data protection, please contact our DPO:

Data Protection Officer, Environment Agency, Horizon House, Deanery Road, Bristol, BS1 5AH Email: dataprotection@environment-agency.gov.uk

You can find out about your personal data rights from the Information Commissioner's Office

(ICO) at www.ico.org.uk. The ICO regulate the data protection legislation. You have the right to lodge a complaint with them at any time.

This notice was last updated on 07 July 2021.