

Data Protection Privacy Notice

Service: Governance and Licensing

Team: Licensing

Processing activity: Licences for driver and vehicle related applications

The Data Controller

East Devon District Council's Licensing Team

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing csc@eastdevon.gov.uk or by calling 01404 515616.

The Data Controller's Representative

Steve Saunders, Licensing Manager

Contactable by emailing ssaunders@eastdevon.gov.uk or by calling 01395 517587.

The Data Protection Officer

Henry Gordon Lennox

Contactable by emailing dataprotection@eastdevon.gov.uk or by calling 01395 517401.

Obtaining your personal information

In most cases you will have provided us with your personal data. However we may have been provided with your personal information by a licensing consultant, solicitors, employer or agents acting on your behalf. In this case the personal information we have obtained will include your name, address, contract details (including email address) financial details for fee payment, National Insurance (NI) number and a copy of your passport and medical / health information.

When you make a new or renewal application for a hackney carriage/PHV driver's licence, we will check the National Register of Taxi/Private Hire Licence Refusals and Revocations (NR3) for detail of any previous revocations or refusals which may be relevant to your current application. Information obtained from the register will include your name, date of birth, address and contact details, NI number and details of your application and the decision to refuse/revoke. Further detail, including reasons for revocation or refusal, will then be obtained from other licensing authorities.

Use of your personal information

We are using your personal information for the purpose of processing driver and vehicle related licenses and on the basis of a legal obligation / public task under the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976 (and related legislation and Government and local policy and guidance).

Your personal information will be used by EDDC to process, decide and administer the licence regime.

Information about your vehicle and your licence will be used to compile our statutory returns to DEFRA under the Air Quality (Taxis and Private Hire Vehicles Database) (England and Wales) Regulations 2019.

Information about application refusals and licence revocations will be entered onto the National Register (NR3)

Our use of your information includes using particularly sensitive information (for example your health or medical information) and this will only be used on the basis of your consent.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the relevant service and within support services (such as the Legal and Finance Teams) where necessary to carry out the purpose and may also be provided to the Police for the purposes of detection and prevention of crime.

Information about your licence will be shared with DEFRA as part of our obligation to update the Taxi and Private Hire Database.

Depending on our legal obligations, some or all of your personal information which you have given us will be accessible to the public through our online public register.

As part of our obligations under relevant legislation and government guidance, if your application is refused or subsequently your licence is revoked, detail will be entered onto the NR3 database. If requested, we will provide details regarding the reasons for refusal and revocation to other licensing authorities where this is relevant to a further application.

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.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Information entered onto the NR3 database will be retained for a period of 25 years.

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

Because we are using your information on the basis of legal obligation and public task then you also have the following rights in respect of how we use your personal information;

Legal obligation – you have the right to restrict processing.

Public task – the right to object and right to restrict processing.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

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 or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner 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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

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