



DIARY SHEET FOR NUISANCE COMPLAINTS

The Council will investigate complaints of statutory nuisance under Section 80 of the Environmental Protection Act 1990. In order to help in the assessment of your problem, please use this diary sheet to keep an accurate record over the next 10-14 days of the dates and times when you are affected.

Please sign and date each page of the diary sheet and return to Operational Services, Rushmoor Borough Council, Farnborough Road, Farnborough, Hants, GU14 7JU or by emailing to environmental.health@rushmoor.gov.uk. You are advised to keep a copy of the diary sheet for your own records.

If you have any queries about completing the diary sheet, please contact us on 01252 398177 or environmental.health@rushmoor.gov.uk.

Your Name:			Name of Source (if known):	
Address:			Address of Source:	
Telephone Number:				
Email address:				
Date	Time Start	Time Finish	Describe the type of nuisance	Describe how this affects you
<i>e.g. 08/03/2020</i>	<i>09:35pm</i>	<i>10:40pm</i>	<i>Smoke from a bonfire</i>	<i>I was unable to sit outside in my garden</i>

Date	Time Start	Time Finish	Describe the type of nuisance	Describe how this affects you

I certify that the information given above is a true and accurate account. I understand that these records may be used as evidence in court.

Signed:

Date:

Date	Time Start	Time Finish	Describe the type of nuisance	Describe how this affects you

I certify that the information given above is a true and accurate account. I understand that these records may be used as evidence in court.

Signed:

Date:

1. Identity of the Data Controller and contact details

Rushmoor Borough Council is the data controller for the personal information you provide on this form. You can contact the Council by phone on 01252 398177, via email to environmental.health@rushmoor.gov.uk or by writing to us at Council Offices, Farnborough Road, Farnborough, GU14 7JU. You can contact the Council's Data Protection Officer at data.protection@rushmoor.gov.uk

2. What we need your information for and the legal basis for it

We need your personal information to process your service request. The law allows us to use your personal information in this way to carry out our responsibilities in environmental protection law, one of the Council's public tasks.

3. Use for any other purposes

If we need to use your information for any other purpose, we will normally inform you before using it, unless we believe you know about the new purpose already or there are legal reasons that prevent us from telling you.

4. Will you pass my information to anyone else?

We may share your information with other teams within the Council such as Planning, Business Rates, Building Control and Waste Management in order to provide our services, carry out our public tasks and to keep our records up to date. If you ask a Councillor for help we may pass information to them and other services to enable them to help you. We may also pass information about you to third parties where permitted or required by law to do so. This may include other local authorities and government departments or agencies carrying out their public tasks, such as the Food Standards Agency, Housing Associations, Hampshire County Council Trading Standards, HMRC and the Police in carrying out criminal investigations.

5. How we will store and look after your information

Your data will be held electronically and will not be stored in a country outside the UK. All paper records containing your personal information will be held securely in our filing systems and archives.

6. How long we will retain your information

We will keep your information on our records for a period determined within our retention guidelines, or as long as we are required to do so by law, or in accordance with our operational requirements. For information on our policy for retaining personal information please see our retention guidelines as published on Rushmoor Borough Council's website. We need your personal information, some of which may be sensitive, to support our investigation of your case. It is necessary for us to process this information as it is in the public interest to such cases in order to ensure wider public health. We have responsibilities in law to do this as one of the Council's public tasks.

7. Your rights concerning your information

The General Data Protection Regulation gives you a number of rights concerning your personal information. See the list below. Not all rights apply in every case – it will depend on the legal basis for collecting your information and how we use it.

- The right to be informed
- The right of access
- The right to rectification
- Rights related to automated decision making, including profiling
- The right to restrict processing
- The right to data portability
- The right to object
- The right to erasure

Further details on these rights can be found on our website <http://www.rushmoor.gov.uk/dataprotection>

8. Right to complain to the Information Commissioner's Office

If you are not happy with the way the Council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office. (ICO).

You will find details of how to do so on the ICO website at <https://ico.org.uk/> or by phoning their helpline on 0303 123 1113.

9. Why we need your information and the consequences of not providing it

We need your information to carry out our responsibilities. If you do not provide it, it may limit or negate our ability to investigate the matter further.