



middle level
commissioners

Privacy Policy

The Middle Level Commissioners are committed to protecting any personal information provided to us and respecting your privacy.

This policy explains what personal information we collect, when and how we collect it, and how we protect that information.

This policy applies to the Middle Level Commissioners and includes the services we provide to other Internal Drainage Boards.

What is personal information?

Personal information is any data that you can be directly identified from, either from that information alone or in combination with other information. This includes information such as a name, address, date of birth, or a photo or image.

The type of personal information we collect

We collect different kinds of personal data, for example:

- first and last names
- postal and email addresses, telephone numbers
- date of birth, marital status, job title, National Insurance number
- dietary requirements, feedback and survey responses
- bank account, payment card details and billing addresses, or details of transactions made by you or by us
- emails, notes of meetings, copies of letters
- addresses, cookies

How do we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you, for example, by completing a boat licence form, or by notifying us you are a landowner. All information requires a direct action by you at that time for us to receive it.

We also receive personal information indirectly, for example, from the Environment Agency who advise us of Anglian Pass holders.

Mostly we use the information that you have given us to comply with our legal or regulatory obligations, such as those found in The Middle Level Act 2018, The Land Drainage Act 1991 etc. This includes issuing ratings, notices, licenses and so on.

We may share this information with Third Party Service providers working under contract on our behalf. We will disclose only the information that is necessary to deliver the service and where we have a contract in place.

We will not release any information to third parties for direct marketing purposes.

We may on occasions be required by law to share data, for example following a court order, a request from the police when investigating a crime, or an investigation by another authority such as His Majesty's Revenue and Customs.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. Please see the contact details below.
- b) We have a contractual obligation.
- c) We have a legal obligation.
- d) We have a vital interest.
- e) We need it to perform a public task.

How we store your personal information

Your information is securely stored on our own secure server and on secure cloud based systems.

We keep personal information only when necessary, such as a legitimate business need. We will then dispose of this information by deleting it (if it is held electronically) or by secure disposal method such as shredding (if it is held in paper form).

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – If you feel we should no longer hold your personal data, you have the right to ask us to erase your personal information. We will advise if your data cannot be deleted, such as we need your data to fulfil a legal obligation.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information. We will advise if we have a legal obligation to process your data which means we are unable to comply with this request.

Your right to object to processing - You have the right to object to the processing of your personal information. We will advise if we have a legal obligation to process your data which means we are unable to comply with this request.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

If we wish to use your personal data for a new purpose not covered by this privacy notice, we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at admin@middlelevel.gov.uk, on 01354 653232, or in writing to Middle Level Commissioners, 85 Whittlesey Road, March, Cambs PE15 0AH if you wish to make a request. Please mark your correspondence for the attention of the Data Protection Officer.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at admin@middlelevel.gov.uk, on 01354 653232, or in writing to Middle Level Commissioners, 85 Whittlesey Road, March, Cambs PE15 0AH. Please mark your correspondence for the attention of the Data Protection Officer.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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