



Privacy Notice for the Flood Warning Service

Identity and contact details of the Data Controller

Natural Resources Wales (NRW) is the Data Controller and is committed to protecting the rights of individuals in line with General Data Protection Regulation (GDPR).

Contact details of the Data Protection Officer

Natural Resources Wales has a Data Protection Officer who can be contacted through dataprotection@cyfoethnaturiolcymru.gov.uk 0300 065 3000

What information do we collect about you?

This privacy statement explains how we collect and use your personal information for the purposes of providing you with our flood warning service including Floodline.

We provide flood warnings to 2 groups of customers.

Group 1: People who have registered to the flood warning service

To send flood warnings to our customers and provide the Floodline service, we collect some or all the following information

- Name
- Address for correspondence (postal and email)
- Address of property at risk of flooding
- Name of your Business / Organisation and your Job Title
- Telephone Number
- Email Address
- Password
- Answer to security question
- Welsh or English language preferences
- History of flooding
- Each customer is also allocated a unique account number for the service

For people in this group, we obtained permission to collect and process their information when they registered to the flood warning service. You can cancel your registration at any time, after which we will store your information for 6 years.

It is important that we retain your information for 6 years after you cancel because these records enable us to prevent you from being automatically re-added to the system through the Civil Contingencies Act (see below). If you require your details to be completely removed, this may cause you to be automatically added again. Keeping this data is also important to allow us to undertake post event analysis which, in turn, allows us to improve our service.

Group 2: Properties where no-one has registered for the flood warning service

The Civil Contingencies Act 2004 enables us to work with telephone service providers to obtain telephone numbers for properties where there is no customer of

the flood warning service. If the telephone service provider has a customer at the address, the telephone number is provided to us. We can then send flood warnings to that number by phone call or sms (text) message. For these properties we securely collect and store the following information

- Address of property at risk
- Telephone Number

How will your information be used?

We use your data to

- send you flood warning messages that enable you to act to reduce the impact of flooding on yourself, people in your care and to your property
- contact you with a small number of service announcements or administrative messages about our service
- help with our work on flood warning and flood risk management
- respond to complaints/enquiries
- some of your data may be shared with the emergency services and local authorities to help them respond to flooding

We may give your information to our agents or representatives (Floodline), so they can do any of these things on our behalf.

What is our legal basis for processing your personal data?

Natural Resources Wales is required to provide the flood warning service under the Water Resources Act 1991. This requires the collection of your data so that we can send flood warnings to you.

The Civil Contingencies Act 2004 requires Natural Resources Wales to

- "...share information with other local responders to enhance co-ordination
- co-operate with other local responders to enhance co-ordination and efficiency"

Who receives your information?

Natural Resources Wales use systems managed by the Environment Agency. See how they treat your personal information at:

www.gov.uk/government/organisations/environment-agency/about/personal-information-charter

Call operators who provide our Floodline service will also have access to your information so that they can assist you if required.

Any transfers to third countries and the safeguards in place

No data is transferred outside of the EU

How long will your information be held?

If your flood warning registration is cancelled for any reason, your data is stored for 6 years to prevent you from being automatically added back into the service and to allow us opportunity for post flood analysis.

What are the individual rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information. Please visit our Data Protection webpages for further information in relation to your rights. Any requests or objections should be made in writing to NRW's Data Protection Officer: -

Email – dataprotection@cyfoethnaturiolcymru.gov.uk

Data Protection Officer
Natural Resources Wales
Maes y Ffynnon
Penrhos Road
Bangor
Gwynedd
LL57 2DW

Security of your information

Your data will be stored in secure computer systems operated by Fujitsu UK Ltd. in UK data centres on our behalf. Access to these systems are carefully managed and access limited to trained NRW employees and our agents (Floodline) only. As the service is managed by the Environment Agency, they will have the same access to your information as NRW employees.

How to make a complaint

If you are unhappy with the way in which your personal data has been processed, you may in the first instance contact NRW's Data Protection Officer using the contact details above.

If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

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

www.ico.org.uk