



Privacy Notice

Flood Awareness and

Automated Warnings

Wales

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?

Name, address and contact details; telephone numbers; email addresses and, where appropriate, photographs.

How will your information be used?

- Responding to enquiries/complaints
- For inclusion in Community Flood Plans
- To contact you about flood risk in your area
- To invite you to meetings and events about flooding
- To register you to receive free flood warnings via Flood Warning Service
- To capture information about where we have carried out engagement activities
- To provide automated warnings and alerts from the NRW telemetry system.
- To contact you to check details are still current and the service is still required.
- To keep a log of when materials or publications are shared with you
- Photographs used on materials to promote the Community Flood Plan locally
Photographs of events for use in internal reports and to promote the events on social media

What is our legal basis for processing your personal data?

The data subject has given *consent* to the processing – Article 6

Who receives your information?

Natural Resources Wales. Where we are responding to enquiries we may need to share your data with other Risk Management Authorities in order to respond to you accurately. This could include Emergency Services; Local Authorities; Water Companies and other service providers.

Where you have asked to receive automated warnings and alerts we will process this on the NRW telemetry system and NRW Flood Warning Service.

Where you have requested to be registered for free Flood Warnings, we will process this via Floodline.

Only Community Flood Plans may be shared with our Responder Partners via Resilience Direct; a secure, multi-agency platform. This enables your plan to become part of everyone's emergency response procedure. (Currently in North Wales).

Any transfers to third countries and the safeguards in place

None.

How long will your information be held?

We will hold your data and use it until you inform us that you no longer want to receive information from NRW.

What are the individual rights?

You have a right to 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 kept securely and with restricted access on Natural Resources' Wales document management system.

Community Flood Plans belong to the Community they have been written for, and can be shared with that community. NRW and it's partner organisations will not make plans available to the general public.

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