

# Flood Community Engagement & Resilience Privacy Notice

## 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 the Data Protection Act 2018 (DPA) and the UK General Data Protection Regulation (UK GDPR).

## Contact details of the Data Protection Officer

Natural Resources Wales has a Data Protection Officer who can be contacted through email : [dataprotection@cyfoethnaturiolcymru.gov.uk](mailto:dataprotection@cyfoethnaturiolcymru.gov.uk) or phone: 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 your Community Flood Plan
- To contact you about flood risk in your area
- To invite you to meetings and events about flooding
- To capture information about where we have carried out engagement activities
- 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?

Data Subjects will provide Consent for NRW to process their personal data. They have the right to withdraw consent at any time by contacting the Data Protection Officer on the above contact details.

## Who receives your information?

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.

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).

If you have consented to receive Flood Warning alerts, your information will be shared with the Flood Warnind system. Further information on how your data will be processed by this system can be found here [Natural Resources Wales / Sign up to receive flood warnings](#)

## 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 the 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](mailto: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 NRW's 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](http://www.ico.org.uk)