

Outsourcing of Printing and Posting of SEPA Charging Schemes Correspondence

Who we are

The Scottish Environment Protection Agency (“SEPA”, “we”, “us” or “our”) was established by the Environment Act 1995 and has its principal place of business at Strathallan House, Castle Business Park, Stirling, FK9 4TZ.

How we use your personal information

For more information on how SEPA handles personal information, please see also our [General privacy policy](#)

This privacy notice explains how we collect and use personal information to enable us to undertake the printing and posting of necessary correspondence to carry out our duties under [The Environmental Regulation \(Scotland\) Charging Scheme 2018](#) and our other [charging schemes](#) to administer your permit. This may include:

- Invoicing
- Statements relating to your account
- Reminder letters
- Ad hoc correspondence

The legal basis for processing this information is that it is necessary to perform our statutory duties (**public task**).

Why we collect your personal information

While much of our communication is conducted electronically, it is sometimes necessary to print and post hardcopies of documents. In certain circumstances, our printing process is outsourced to a third-party contractor, Royal Mail, using their Print & Post service. To facilitate this, it is necessary to provide Royal Mail with personal information. This will depend upon the correspondence to be sent, but may include:

- Name
- Address
- SEPA Account number
- Permit number
- Invoice amount
- Activity type
- Site name

Royal Mail will only retain your personal information for as long as it is required for the purpose noted above. Thereafter, your data will be confidentially destroyed. Information on how they process your data can be found in their [Privacy Notice](#). Royal Mail provide this service using [CFH Docmail Ltd](#) as their sub-processor.

If you have any queries, please contact us at charging@sepa.org.uk.

Payment of invoices will be carried out via the SEPA [online payments service](#). SEPA will not have access to, or store, any financial information relating to the payment. Payments are processed by Mastercard and more information on how they use your data is available in their [Privacy Policy](#). The information you provide will be used for the purposes of processing your payment only.

If you have any queries regarding invoices or payments, please contact us at invoices@sepa.org.uk.

When we use data processors who are third parties to provide elements of services for us, we have contracts in place with them. This means that they cannot do anything with your personal information unless we have instructed them to do so. They will not share your personal information with any organisation apart from us, and they will hold it securely and retain it for the period we instruct.

How we share personal information

We sometimes need to share your personal information with other organisations for statutory or regulatory reasons, or because doing so is in the general public interest. Any sharing will be carried out lawfully and securely in accordance with the Data Protection Principles. Information will be sent by secure means or in encrypted format.

Please see also our [General privacy policy](#) for more details about how SEPA shares information with other organisations.

As a public body, SEPA is required to comply with statutory obligations to provide access to information (for example the [Freedom of Information \(Scotland\) Act 2002](#) and the [Environmental Information \(Scotland\) Regulations 2004](#)). It may be necessary for us to disclose your personal information to a third party in response to a relevant statutory request.

Your rights regarding your personal information held by SEPA

Right	What it means
Information	You have the right to clear information about how we collect and use your personal information – this privacy notice is one example of how we do this
Access	To request a copy of your information, please complete the Data Subject Access Request Form or contact dataprotection@sepa.org.uk .
Correction	You have the right to ask for any personal information that is inaccurate or incomplete to be corrected

In certain circumstances, you will have the following extra rights:

Erasure	You have the right to ask for your personal data to be deleted under certain circumstances
Objection to processing	You have the right to object to our use of your personal information under certain circumstances
Restriction on processing	If you make an objection, our use of your personal information may be temporarily suspended whilst we deal with your request
Portability	You have the right to ask for a copy of your personal information in a machine readable format to pass to another organisation under certain circumstances

We have a Data Protection Officer who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact SEPA's Data Protection Officer, Alison M. Mackinnon at dataprotection@sepa.org.uk or by calling 03000 99 66 99 and ask to speak to the Data Protection Officer.

Changes to our privacy statement

We keep this privacy notice under regular review and will place any updates on the SEPA website. Paper copies of the privacy notice may also be obtained by contacting dataprotection@sepa.org.uk

Complaints

We seek to resolve directly all complaints about how we handle personal information but you also have the right to lodge a complaint with the Information Commissioner's Office. They can be contacted at <https://ico.org.uk/concerns/> or 0303 123 1113

This privacy notice was last updated on 22 October 2020