

## Outsourcing of Printing and Posting of SEPA 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

### Impact of COVID-19 on our services

While our services continue during the pandemic, many of our offices have closed and our staff are working remotely. This has meant that it is not possible for us to conduct some of our business in the usual way.

### 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 and documents, during the course of conducting our usual business. This may include:

- Routine correspondence
- Invoices
- 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. While our offices are closed, our printing process is outsourced to a third-party contractor, Royal Mail, using their Hybrid Mail 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, who act as our processor, 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.

When we use data processors who are third parties to provide elements of services for us, we have contracts in place with our data processors. 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
<b>Information</b>	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
<b>Access</b>	To request a copy of your information, please complete the <a href="#">Data Subject Access Request Form</a> or contact <a href="mailto:dataprotection@sepa.org.uk">dataprotection@sepa.org.uk</a> .
<b>Correction</b>	You have the right to ask for any personal information that is inaccurate or incomplete to be corrected
<b>In certain circumstances, you will have the following extra rights:</b>	
<b>Erasure</b>	You have the right to ask for your personal data to be deleted under certain circumstances
<b>Objection to processing</b>	You have the right to object to our use of your personal information under certain circumstances
<b>Restriction on processing</b>	If you make an objection, our use of your personal information may be temporarily suspended whilst we deal with your request
<b>Portability</b>	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](mailto: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](mailto: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 23 October 2020*