Bolton Council

Privacy Notice for Allotments

Reviewed July 2026

Allotments

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice **at www.bolton.gov.uk**

This notice provides additional privacy information relating to the Council's Allotments Service and explains how we collect, use, store and share your personal information when you apply for, rent, manage or otherwise interact with the allotment service.

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

Purpose(s)

We process personal information for the following purposes:

- Managing applications for allotment plots
- Maintaining and administering waiting lists
- Allocating allotment plots
- Creating and managing tenancy agreements
- Collecting allotment rents and administering concessions
- Communicating with applicants and tenants
- Managing allotment sites and resolving issues
- Conducting inspections and maintaining records relating to allotment plots
- Investigating and managing breaches of tenancy agreements
- Supporting legal proceedings where required
- Providing reasonable adjustments and accessible services
- Verifying identity, address and eligibility where necessary

Categories of personal data

Depending on your relationship with the service, we may process:

Applicants and Tenants

- Name
- Address
- Telephone number
- Email address
- Date of birth (where provided for concession eligibility)
- Tenancy details
- Plot allocation information
- Communication records and correspondence
- Payment and billing information
- Inspection notes and records
- Photographs of allotment plots

Identity Verification Information
In some circumstances, we may ask you to provide evidence of your identity, address or eligibility for a concession. This may include:

- Photographic identification (such as a passport or driving licence)
- Proof of address documents (such as a utility bill, council tax bill or bank statement)

Where possible, we encourage applicants to present these documents in person so that verification can take place without the need to retain copies.

Special Category Data
In limited circumstances, we may process information relating to your health or accessibility requirements where you choose to provide this information so that we can consider reasonable adjustments and ensure access to the service.

Lawful basis for processing

Public Task
Article 6(1)(e) UK GDPR – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council. This applies to the administration and management of allotments and associated services.

Contract
Article 6(1)(b) UK GDPR – processing is necessary for the performance of a contract or to take steps prior to entering into a contract. This applies where you apply for, enter into or hold an allotment tenancy.

Special Category Data
In limited circumstances, we may process information about your health or accessibility requirements where you provide this information to us. This information is processed in accordance with Article 9 UK GDPR and the Data Protection Act 2018 and is used only to support reasonable adjustments, accessibility requirements and fair access to the allotment service. We will only collect the minimum information necessary and access will be restricted to authorised staff.

Information sharing/recipients

In addition to the general reasons for information sharing described in the council's primary privacy notice, we may collect or share personal data with the following when required;

- Council staff who require access to perform their duties
- The Council's Finance Service for billing and payment administration
- The Council's Legal Service where enforcement action or legal proceedings are required
- Abavus, which provides and supports the Council's allotment management system and acts as a Data Processor on behalf of the Council

- Allotment site secretaries or allotment associations where limited information is necessary for plot allocation, tenant contact or site management

In addition to the recipients listed above, the Council may share personal information with other organisations where there is a lawful basis to do so, including:

- Law enforcement agencies, such as the Police;
- Courts and tribunals;
- Government departments and public authorities;
- Regulators, auditors and inspectors;
- Insurers and legal representatives.

Such sharing will only take place where:

- We are required to do so by law;
- It is necessary to carry out our public functions;
- It is necessary for the prevention or detection of crime, fraud or unlawful activity;
- It is necessary for the establishment, exercise or defence of legal claims; or
- It is otherwise permitted under data protection legislation.

The Council does not routinely transfer personal data outside the United Kingdom.

Automated Decisions

For this processing all the decisions we make about you involve human intervention and the Council does not use automated decision-making or profiling in relation to the allotment service. Decisions regarding applications, tenancy management, enforcement action or reasonable adjustments are made by appropriately authorised officers.

Data retention/criteria

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any future legal, accounting, or reporting requirements.

We will retain personal information only for as long as necessary to fulfil the purposes for which it was collected and in accordance with the Council's retention policies.

Retention periods will vary depending on the nature of the record and whether an allotment tenancy exists.

Identity Verification Documents
The Council adopts a "verify and delete" approach wherever possible.
Where identity or address documents are submitted:

- They will only be used for verification purposes.
- They will not normally form part of the permanent allotment record.

- They will be retained only for the minimum period necessary to complete verification.
- Once verification has been completed, copies will be securely deleted unless there is a legal requirement to retain them.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising your rights which includes information about how to:

- exercise your rights
- contact our Data Protection Officer
- raise a concern with us
- make a complaint to the Information Commissioners Office (ICO)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact the Council's Data Protection Officer.

You also have the right to complain to the Information Commissioner's Office if you are unhappy about how we process your information. The ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice from time to time and provide supplementary privacy information as is necessary to the Council's current workforce. If you are reading this as a printed copy please refer to www.bolton.gov.uk for the most up to date version