

Privacy Notice – Website Consultation Survey

Our Commitment to Your Privacy

As part of our commitment to protecting your information, we have updated our Privacy Notice to explain how we collect, store and handle your personal data.

We have always been careful to protect your information, but this is part of our ongoing commitment to be transparent about how we use your information and keep it safe. This will also give you more clarity over how your information is being managed.

Through our privacy notice, we have addressed the new standards introduced by the European data protection law, known as the General Data Protection Regulation (GDPR), and the Data Protection Act 2018.

Who we are

North Kesteven District Council is registered with the Information Commissioner's Office (ICO) as a 'data controller' under Z5680267. This means we will process and hold your responses to the Website Consultation Survey in order to improve the Council's website and review its access and functionality.

What information do we collect

When we are carrying out the Website Consultation Survey, we will process your personal data and collect the following information:

- Name
- Email address
- Feedback on the consultation
- Demographic data under the Equality Act 2020, such as, age and disability, to ensure we are supporting and providing services fairly.

We collect demographic data to comply with the Equality Act 2010 and the Public Sector Equality Duty 2011. We may also use this information to see if there are differing views so that we can make more informed decisions.

However, the equality monitoring questions are optional and you can complete the survey without answering any of these questions. In addition, all of the equality monitoring questions will include a 'prefer not to say' option.

North Kesteven District Council is committed to the principle that all our customers have the right to equality and fairness in the way they are treated and in the services that they receive. Any information you provide will be used to see if there are any differences in views, and to check if the website is being delivered in a fair and reasonable way.

No personal information which can identify you, such as your name or email address, will be used in producing equality reports. We will follow our Data Protection policies to keep your information secure and confidential.

As the personal information collected is provided directly by you, under the GDPR, the lawful bases we rely on for processing your personal information are:

- GDPR Article 6 (a) – You gave us your consent (name and email address). However, you are able to remove your consent at any time. You can do this by contacting dataprotection@n-kesteven.gov.uk
- GDPR Article 6 (e) – Performance of a task in the public interest (to use service data to improve services).

When we collect special category data, we also rely on the following lawful basis:

- GDPR Article 9 (2) (a) – You have provided us with your explicit consent (information under the Equality Act 2010). However, you are able to remove your consent at any time. You can do this by contacting dataprotection@n-kesteven.gov.uk

The legislation we rely on when using your personal information to meet our legal obligations or public tasks includes, but is not limited, to:

- Equality Act 2010
- Public Sector Equality Duty 2011
- Local Government Act 1999 Section 3, as amended by Section 137 of the Local Government and Public Involvement in Health Act 2007, and detailed in the DCLG Best Value Statutory Guidance 2011 (which state that Local Authorities have a best value duty to consult).

Why we collect your data

We want to deliver the best service to our customers, therefore the data we collect will be used to understand the demographics of our customers and to improve the Council's website. In addition, we collect your personal information to inform you of the outcome of the consultation.

How we collect your data

We are collecting your data via the use of an electronic survey.

When we'll share your data

We will share this data with the Team responsible for delivering the service and the Team within the Council who are responsible for carrying out analysis of consultation responses.

Sometimes we have a legal duty to provide personal information to other organisations or if there is a good reason that is more important than protecting your privacy. This does not happen often, but we may share your information with other Council Departments and the Police Authority for the prevention and detection of crime, for example.

We do not sell your personal information to anyone outside of North Kesteven District Council and will never share your information for marketing purposes.

Know your rights

As we are relying on your consent to process your personal information, you have the right to withdraw that consent at any time.

If you want to contact us with regards to your rights or remove your consent, please contact dataprotection@n-kesteven.gov.uk

How do we protect your information

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information.

How long do we keep your information

We will retain the electronic survey responses containing personal data for 1 year following the closure of the consultation. In addition, we have retention schedules in place to ensure that information is only held for as long as it is needed.

Where can I get advice

If you have any concerns or questions regarding data protection matters, please contact our Data Protection Officer at dataprotection@n-kesteven.gov.uk or by calling 01529 414155.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Alternatively, visit ico.org.uk or email casework@ico.org.uk