

Privacy Notice – Viewpoint Panel

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 revised 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 personal data in order to contact you and ask for your opinions regarding the services the Council provides.

What information do we collect

We collect your name, postal address, email address and telephone number in order for us to contact you regarding consultation activities, such as, events and surveys.

Why we collect your data

We want to deliver the best service to our customers, therefore we need to use some personal information to manage the quality of our services. In order to do this in an effective way, we need to collect your personal information for consultation purposes to ask for your opinion regarding the services the Council provides.

As far as is reasonable and practicable, we will ensure that the information recorded is accurate and kept up to date.

How we collect your data

We are collecting your data by asking for your permission to process your personal information. As we are relying on your consent to process your personal information, you have the right to withdraw that consent at any time (please see the section 'know your rights' below).

When we'll share your data

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 the police in order to find and stop crime and fraud, for example.

However, we do not sell your personal information to anyone else and will never share your information for marketing purposes.

Know your rights

You have many rights regarding your personal data, which include seeing what personal information we hold about you. In addition, you can ask us to correct inaccuracies, delete and restrict the personal information we hold.

If you want to remove your consent or request to see your personal data, 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 personal information.

How long do we keep your information

We will keep your information for three years and, unless you have requested its removal, we will ask for your consent after this period.

Where can I get advice and/or make a complaint

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

For independent advice and/or to make a complaint 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 icocasework@ico.org.uk