

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.

Alongside this are service specific privacy notices that provide further details on how we process your personal data.

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 decide what personal data we collect, what is going to happen with it, where it is stored and how long for.

What information do we collect

We collect information, for example, when you access or sign up to any of our services, request information, make a complaint or participate in activities provided by us. This applies to all personal information collected for, or on behalf of the Council, whether by letter, email, face-to-face, telephone, social media, online form or any other method.

Why we collect your data

We want to deliver the best services 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 and use personal information about you. In addition, there are a number of legal reasons why we need to collect and use your personal information.

Generally we collect and use personal information where:

- you have given us consent
- you have entered into a contract with us
- it is necessary to perform our statutory duties
- it is necessary to protect someone in an emergency
- it is required by law

- it is necessary for employment purposes
- it is necessary for archiving, research, or statistical purposes.

The General Data Protection Regulation ensures that we comply with a series of data protection principles. These principles are there to protect you and they make sure that we:

- Process all personal information lawfully, fairly and in a transparent manner.
- Collect personal information for a specified, explicit and legitimate purpose.
- Ensure that the personal information processed is adequate, relevant and limited to the purposes for which it was collected.
- Ensure the personal information is accurate and up to date.
- Keep your personal information for no longer than is necessary for the purpose(s) for which it was collected.
- Keep your personal information securely using appropriate technical or organisational measures.

If we do not need personal information, we will either keep the data anonymous if we already have it for something else or we will not ask you for it. For example, in a survey we may not need your contact details and may only collect your survey responses.

If we use your personal information for research and analysis, we will always keep you anonymous unless you have consented that your personal information can be used for that research.

How we collect your data

We do this in a number of ways, including where you share information with us, such as when you create an account with us. Information may also be collected on paper or online forms, by telephone, email, CCTV or by a member of staff. We also collect personal information by recording and monitoring some telephone calls and from CCTV. Your information may also be collected on the Council's behalf by one of our contractors, but they are legally obliged to process personal data on the Council's behalf fairly and to keep it securely.

We treat your personal data with the utmost care and take appropriate steps to protect it.

When we'll share your data

We may share your data with third parties when delivering services to you. However, where we have these arrangements, there is always an agreement in place to make sure that all organisations comply with data protection law. We will only ever share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

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.

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

Rarely do we transfer personal information to other countries outside the EEA, but for those circumstances in which we do, suitable security arrangements would be in place.

Know your rights

Data protection law gives you a number of rights to control how your personal information is being used. For example:

You can ask us to delete information (right to be forgotten). In some circumstances you can ask for your personal information to be deleted, for example:

- Where your personal information is no longer needed for the reason why it was collected in the first place
- Where you have removed your consent for us to use your information (where there is no other legal reason for us to use it)
- Where there is no legal reason for the use of your information
- Where deleting the information is a legal requirement.

Where your personal information has been shared with others, we will do what we can to ensure those using your personal information comply with your request for erasure. However, please note that we cannot delete your information where:

- We are required to retain it by law
- It is for scientific or historical research, or statistical purposes where it would make information unusable
- It is necessary for legal claims.

You have the right to ask us to restrict what we use your personal information for where:

- You have identified inaccurate information, and have told us of it
- Where we have no legal reason to use that information, but you want us to restrict what we use it for, rather than erase the information altogether.

You also have the right to ask for your personal information to be given back to you or another service provider of your choice in a commonly used format. This is called data portability. However this only applies if we are using your personal information with consent (not if we are required to by law) and if decisions were made by a computer and not a human being. It is likely that data portability will not apply to most of the services you receive from the Council.

In addition, the Council does not carry out automated decision-making, and any decision taken by us which affects you will always include human intervention. We do on occasion carry out profiling of areas within the District to enable us as a local

authority to target services, in particular to those in society who are more vulnerable and in need of help and support.

Furthermore, you have the right to access the information we hold on you. When we receive a request from you in writing, we must give you access to everything we have recorded about you. However, we cannot let you see any parts of your record which contain confidential information about other people.

If you consented to providing your personal information to us and no longer want the Council to hold and process your data, please let us know by contacting dataprotection@n-kesteven.gov.uk or phone 01529 414155.

How do we protect your information

We will do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we will only make them available to those who have a right to see them. Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- Controlling access to systems and networks allowing us to stop people who are not allowed to view your personal information from getting access to it
- Training and educating our employees on data protection matters
- Regular testing of our technology and ways of working.

How long do we keep your information

There is often a legal reason for keeping your personal information for a set period of time, which is included in our retention schedule. However, we would only keep your personal information securely for as long as we need to. Once your information is no longer needed it will be securely and confidentially destroyed. In addition, service and project specific retention periods can be found in our Retention Schedule.

Where can I get advice and/or make a complaint

As a public authority we are required to have a Data Protection Officer who is responsible for:

- Monitoring the Council's compliance with the GDPR and other data protection laws.
- Documenting, maintaining and developing policies and related procedures.
- Educating employees on their responsibilities.
- Providing advice and monitoring the Data Protection Impact Assessment process.
- Being the first point of contact for Subject Access Requests, deletion requests and queries.
- Working closely with ICT to ensure all systems, services and equipment used for storing personal data meet acceptable security standards.

- Acting as a point of contact for the Information Commissioner's Office (ICO) and members of public on any matter relating to Data Protection.

Therefore, 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