

Privacy Notice – Consultation and Engagement Surveys

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 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 surveys in order to improve services. However, as they are anonymous, the responses will not be linked back to you as an individual.

What information do we collect

When we are carrying out consultation or engagement activities we routinely collect information to understand the demographics of our customers, for example, postcode. This may also include information under the Equalities Act 2010, such as, gender, age, disability and ethnicity. The equality monitoring questions are optional and you can complete a survey without answering any of these questions. In addition, all of the equality monitoring questions will include a 'prefer not to say' option.

Why we collect your data

We want to deliver the best service to our customers, therefore we need to use information to manage the quality of our services. The information we collect will be used to understand the demographics of our customers and to improve customer satisfaction and to improve services.

How we collect your data

We are collecting your information via the use of a customer satisfaction survey. This will be used to improve services, however as this is an anonymous survey, it will not be linked back to you as an individual.

When we'll share your data

We will share this data with the Team responsible for delivering the service. However, due to the anonymity of the survey, no personal data will be linked back to you as an individual.

Know your rights

No personal data is submitted as part of this customer satisfaction survey that can be linked back to you as an individual. However, if you have any queries or concerns regarding data protection matters, 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 paper survey responses for 1 year. 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 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