

Privacy Notice – Granicus GovDelivery

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 standards introduced by the UK 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 once you have signed up for the following:

- Communicating with residents, businesses, visitors and partners via the email communication system 'Granicus GovDelivery'.

What information do we collect

We collect your email address to be able to communicate with you via the communication system 'Granicus GovDelivery'.

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(1)(a) (Consent) – By subscribing to receive information from the Council. This will be undertaken through the Granicus' GovDelivery service and, by subscribing to receive information, you are also providing consent to Granicus' cookie policy and the processing of your information by them

For further information, a copy of the GovDelivery Subscriber Cookie Statement can be found here: [govDelivery Subscriber Cookie Statement \(granicus.com\)](https://www.granicus.com/govDeliverySubscriberCookieStatement)

However, you can withdraw your consent at any time by changing your subscriber preferences and/or contacting dataprotection@n-kesteven.gov.uk

Why we collect your data

We collect your personal data for the following purposes:

- Communicate messages and information on the topics you have signed up for via email newsletters/bulletins

- Understand your subscriber preferences (subscription topics)
- Subscriber event activity information (for example, links clicked, event date, timestamp, etc) – this enables the Council to send out reminder emails to subscribers who have not opened the email or clicked on the relevant link.

How we collect your data

We collect your data through an online form or via the telephone when you sign up to the Council's mailing lists and/or sign up to receive the garden waste collection service.

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 other organisations and the Police Authority for the prevention and detection of crime and/or for fraud prevention purposes.

We may also share the information with other Divisions within North Kesteven District Council to ensure that you receive the most relevant and up-to-date information from the Council.

In order to provide this service, the Council will share your information with Granicus, an organisation based outside the United Kingdom and the European Union (EU). Granicus is based in the United States and a copy of their privacy notice is available here <https://granicus.uk/privacy-policy/>. Granicus GovDelivery use your email address to deliver messages to you on behalf of the Council and for internal auditing, diagnostic, support, and troubleshooting purposes. Your data will only be used for the purpose of contacting you in relation to your subscription preferences and, if you change your subscriber preferences/request to be removed, we will delete your data and it will not be shared onwards with any other third party.

Information you provide will be owned by the Council, and Granicus gives an undertaking to process information in accordance with [EU-US Privacy Shield](#), which meets UK Data Protection Act requirements. Please see [GovDelivery's subscriber privacy policy](#).

We do not sell your personal information to anyone outside of North Kesteven District Council.

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 remove your consent, correct inaccuracies, remove personal data and restrict the personal information we hold. Where possible we will seek to comply with your request, but we

may be required to continue to hold and process information to comply with a legal requirement.

If you want to contact us with regards to your rights, 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 email communication until a customer unsubscribes, after which it will be securely deleted and removed from the database immediately. A customer can change their subscription preferences via a link to unsubscribe at the end of every email. Alternatively, residents can contact Customer Services who can assist or contact dataprotection@n-kesteven.gov.uk

Updates to this privacy notice

We may update this privacy notice from time to time in response to changing legal, technical or business developments. When we update our privacy notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make.

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

