

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to run consultations on topics that we want the opinion of our residents on.

Date of Issue: 25 May 2018

Update History:

Version 1	First issue of a new Privacy Notice

Directorate: Resources
Service: Strategic Support
Team: Performance, Research and Consultation (PRC)

About the Organisation:

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178** <https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

James Gore AMBCS BA

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

What data will we collect about you?

We may ask for information about you such as:

- Name
- Address

We will use this information to make sure you're entitled to take part in a consultation, e.g. to check you live in West Berkshire.

We might also ask you your:

- Age
- Gender
- Ethnicity
- Sexual orientation
- Disability, if applicable

We collect this for monitoring purposes and to provide context to your responses. This allows us to make informed and evidence based decisions. The questions are optional and you don't have to respond to them if you don't want to.

We may also ask you if you wish to join West Berkshire Council's Community Panel (<https://www.westberks.gov.uk/communitypanel>) by initially providing your name and email address. If you decide to provide this information, then we will also ask you for additional information at later date (* denotes a mandatory field):

- Title
- Name
- Email address*
- Telephone number
- Gender
- Age at last birthday
- Household composition i.e. number of adults and children
- Disability

Providing this information is optional, however if you choose to tell us, it will be used to ensure we invite you to contribute to consultations that are applicable to you. You can ask for your details to be removed at any time.

We may also ask you if you wish to be included on a service's information circulation list e.g. a newsletter, by providing your name and email address. If you do choose to sign up, you can ask for your details to be removed at any time by contacting the responsible service.

What will we use your data for?

We will use your data in order to perform effective consultations, and to allow us to make informed and evidence-based decisions.

We will also use it to provide you with the service or information you have requested, for instance consultation notifications, newsletters or other correspondence.

We will never use your data for anything other than the purposes we collect it for.

Who will see your data?

- The West Berkshire Council officer(s) responsible for the consultation (who may be potentially from any service within the council)
- The Principal Performance Research and Consultation (PRC) Officer, PRC Officer and/or Principal Performance, Research and Information Officer, who manage the collection of all West Berkshire Council's consultation data where an online survey tool, e.g. Survey Monkey, is used.

We will not share your information with third parties unless you have given us permission to do so.

Why are we doing this?

The council runs consultations in its capacity as a public body, in the public interest. Participation is completely voluntary, but in order for your voice to be heard and for us to make sure the consultation is fair and not open to abuse, it's necessary to collect and process some personal data. Some of the requirement to consult residents may be based in law, but this will depend on the topic and nature of the consultation.

If you join West Berkshire Council's Community Panel and then change your mind, you can ask the Research, Consultation and Performance team to remove your details from their list of panel members at any time.

The RCP Team contact details are here:

<http://info.westberks.gov.uk/index.aspx?articleid=28656>

How long will your data be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

We sometimes use an online survey tool called Survey Monkey to collect your responses to a consultation. Data collected by this method is stored by the providers. To read about their Privacy Policy and Security Statement visit:

- <https://www.surveymonkey.com/mp/policy/privacy-policy/>
- <https://www.surveymonkey.com/mp/policy/security/>

Data may also be held on the council's electronic systems and will be protected using up-to-date technical and organisational security measures.

Transfer overseas

Survey Monkey may store your data outside of the EU in North America. Companies in the US are considered as having "adequate" status for the purposes of Data Protection by the European Commission where they hold the "Privacy Shield" accreditation. Survey Monkey holds such an accreditation, so your rights are protected. To read about "adequacy decisions" visit:

- https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

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

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