

Privacy notice for surveys

St Helens Borough Council is the data controller for the purposes of the General Data Protection Regulation (GDPR). The purpose of this privacy policy is to tell you about what information we collect about you, how we use that information and who we may share it with. St Helens Borough Council has appointed a Data Protection Officer who you can contact via dataprotection@sthelens.gov.uk

What data we collect and the legal basis for processing it:

There are two types of personal information that we collect frequently as part of consultations and surveys; these are contact details and equalities information. We may also collect contact details at other times, with your express consent, for the purposes listed below.

a) Contact details

We may ask for your name, address, organisation name (if relevant), phone number and email address so that we can contact you:

- (i) if you have asked to be notified about forthcoming surveys or consultations
- (ii) if you have said you would like to be involved in planning or implementing future services or to volunteer in other ways
- (iii) to administer incentives such as prize draws, that encourage participation in our surveys.

We will only process your contact details with your express consent and only for the purpose(s) specified.

Generally, contact details are kept separately from other information you may provide; this may be done automatically when you submit your survey response.

The legal basis for processing in line with data protection legislation is Article 6 (1) (a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes.

b) Equalities information

We will ask your age, gender, transgender status, ethnic origin, disability status, sexual orientation, and religion or belief for equalities monitoring. Equalities monitoring is in the public interest and is required by the Equality Act 2010.

This information will be held separately from your contact details and as such will remain anonymous. The legal basis for processing this special category data in line with data protection legislation is Article 9 (2) (a) the data subject has given explicit consent to the processing of his or her personal data for one or more specific purposes.

c) Other personal information

There are also some kinds of personal information that we collect occasionally if it is required for a specific topic. We may ask about your postcode; household; family, lifestyle, or social circumstances; financial circumstances; physical or mental health or condition; physical characteristics (e.g. height and weight); education and professional training; employment status; and satisfaction with the council. It is in the public interest to process this data to inform service development and shape council policies. This is particularly important in public health, as well as other areas for which the council is responsible or is involved.

This information will be held separately from your contact details and as such will remain anonymous. The legal basis for processing this special category data in line with data protection legislation is Article 6 (1) (e) processing is necessary for a task carried out in the public interest.

How long we will keep your data for:

If you have consented to us using your contact details to tell you of future surveys, keeping up to date with council news, your contact details will be held for up to three years from the date of consent.

If you have consented to us using your contact details because you would like to be involved in planning or implementing future services or to volunteer in other ways, your contact details will be held for up to three years from the date of consent. Before the three year period finishes, we may contact you to ask if you would like us to retain your contact details for a further period of up to three years.

If you have consented to us using your contact details to administer incentives, such as prize draws, your contact details will be held until the incentives have been awarded, and will then be deleted.

Equalities information and other personal information collected as part of a consultation will be stored for up to six months after a decision has been made on the final proposals. The equalities information and other personal information will then either be anonymised or deleted. Equalities information and other personal information collected as part of other surveys, which do not lead to a formal decision by St Helens Borough Council's Cabinet or Full Council, will be stored for up to six months after a consultation or survey report is published or signed off.

Who we share your data with and why:

Sometimes St Helens Council runs consultations or surveys in association with, or on behalf of, local/regional partners or public agencies. In such cases, we would share anonymised data and equalities information with the partner or agency. We might also ask for your consent for us to supply them with your contact details so they can keep you informed about a particular consultation or survey.

Personal information will not be published or passed on to third parties. Where an organisation responds to a consultation, the name of the organisation - but not the name of the individual respondent(s) - may be published with the consultation response. The information that you supply is collected using software called "Smart Survey" and Smart Survey store data on secure servers in the United Kingdom (<https://www.smartsurvey.co.uk/privacy-policy>).

Data Subject Rights

You have the right to ask for a copy of all personal identifiable information that the Council holds about you.

Where you have given consent for processing you have the right to withdraw this consent at any time.

You have the right to ask the Council to amend or delete your information.

You have the right to object to specific processing.

You have the right to complain to the Information Commissioners Office

Tel: 0303 123 1113

Online: <https://ico.org.uk/>

Post: Information Commissioner, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

For more information about your rights as a data subject or to make a data subject request please see <https://www.sthelens.gov.uk/council/data-protection-freedom-of-information/data-protection/> or email dataprotection@sthelens.gov.uk