

## General Consultations - Privacy Policy

At South Oxfordshire and Vale of White Horse district councils, we understand the importance of ensuring that sensitive personal data is always treated lawfully and appropriately and that the rights of individuals are upheld.

You have a right to be informed about how and why your personal information is being processed. This document fulfils that obligation and provides information on how we collect, use and share the data collected through general council consultations. Due to specific statutory requirements, please refer to our Planning Consultation Privacy Policy for planning policy consultations.

The councils' data protection pages, [southoxon.gov.uk/dataprotection](https://southoxon.gov.uk/dataprotection) and [whitehorse.gov.uk/dataprotection](https://whitehorse.gov.uk/dataprotection) set out our obligations under the Data Protection Act 2018 (incorporating the General Data Protection Regulations).

### Data collection and purpose

Under the Data Protection Act 2018, the legal reason under which we process your data is your given consent.

Unless the survey states that it is anonymous, your consultation response may be linked to your email and IP address.

In some circumstances, where appropriate or necessary, we may ask for personal data such as your name, postal and/or email address or telephone number. The data will only be used in relation to that specific consultation unless stated otherwise.

We may also ask you questions about your age, gender, ethnicity or whether you have a disability. We appreciate that it may seem unrelated or possibly intrusive when we ask these questions, however the information helps us to deliver fair and accessible services and to positively promote inclusion.

We also have a duty under the Equality Act 2010 to ensure that our consultations are accessible to all. All questions are optional, so if you do not feel comfortable providing the information, you can skip these questions. This data will be used for monitoring and reporting, and we will never publish the information in a way that could identify individuals.

### Your comments and personal details

Comments will be processed and analysed by the council unless specified otherwise. A consultation summary report will be prepared and made public (including on our website) with a summary of the comments raised. Some comments may be provided in full where appropriate, but the report will not contain personal details of individuals. Comments submitted by businesses or organisations may include contact details.

Your consultation response, alongside any data provided, is collected and stored securely on our consultation software system "Smart Survey".

Smart Survey does not use the data received for any purpose other than carrying out this service for the councils. For further information please visit:

[smartsurvey.co.uk/privacy-policy](https://smartsurvey.co.uk/privacy-policy).

## **Data retention**

Your data will be stored securely by the council. It will be deleted once the consultation summary report has been published and the document / strategy we are consulting on has been adopted. We will inform you if there is a statutory duty to retain the data for longer than this policy states.

From time to time, we may appoint a third-party service provider to support our consultations. This can include undertaking consultations on our behalf. The third parties will be required to comply with The Data Protection Act 2018 and the above retention periods.

## **Your rights**

You have the right at any time to withdraw consent and also the right to ask for the information that we hold on you, to ask us to change information we hold about you if it is wrong, to ask that we suspend processing your data for a short while if appropriate and the right to request that your data is deleted unless we must keep it for legal reasons. If you wish to exercise these rights or raise concerns regarding this policy, please email the relevant council on [foi@southoxon.gov.uk](mailto:foi@southoxon.gov.uk) or [foi@whitehorsedc.gov.uk](mailto:foi@whitehorsedc.gov.uk).

If you believe we have not handled your personal data as we have described here, please either call 01235 422485 or email [data.protection@southandvale.gov.uk](mailto:data.protection@southandvale.gov.uk) and your concerns will be fully investigated. If, after we have investigated your concerns, you are not satisfied with our conclusion, you have the right to refer the matter to the Information Commissioner's Office (ICO) [www.ico.org.uk](http://www.ico.org.uk) Their contact details are as follows: Tel: 0303 123 1113 / Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

We reserve the right to update or revise this privacy notice at any time.

Last updated: 28 June 2019