General Consultations - Privacy Notice

At South Oxfordshire and Vale of White Horse district councils, we understand the importance of ensuring that 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, why we collect, and who we share the data collected and for what purpose we share through general council consultations. Due to specific statutory requirements, please refer to our Planning Consultation Privacy Policy for planning policy consultations.

The councils' data privacy pages, for South Oxfordshire https://www.southoxon.gov.uk/south-oxfordshire-district-council/about-the-council/privacy/privacy-policy/ and for Vale of White Horse https://www.whitehorsedc.gov.uk/vale-of-white-horse-district-council/about-the-council/privacy/privacy-policy/ set out our obligations under the Data Protection Act 2018 (incorporating the General Data Protection Regulations).

Data collection - purpose

The council have a legal obligation to consulta on some of our official business but cannot force individuals to take part. We collect your personal data in order for you to take part in our consultations and surveys, unless the survey states that it is anonymous. Unless stated otherwise, your data is used only in relation to that specific consultation and for monitoring purpose, meaning it will only be used to help us monitor whether views differ across the community.

How we collect your data

We collect data directly from you when you take part in our online or postal consultations or surveys.

Our lawful basis for processing your data

Under the Data Protection Act 2018, we only process your data where we have a lawful basis to do so. For consultations we need your given consent.

Categories of personal data

The categories of personal data may vary depending on the specific consultation or survey and unless it is stated to be anonymous, we may ask you for the following:

- Name
- Email address
- Address and / or postcode
- Telephone number

- Age
- Demographic data such as: age, gender, ethnicity and disability
- IP address

If you respond through our online surveys your IP address will be collected.

Special categories of personal data (Sensitive data)

We have a duty under the Equality Act 2010 to ensure that our consultations are accessible to all. Therefore, we will ask you questions about your age, gender, sexual orientation, religion or beliefs, ethnicity or whether you have a disability. All questions are optional, so if you do not feel comfortable providing the information, you can skip these questions. 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.

This data will be used for monitoring and reporting, and we will never publish the information in a way that could identify individuals. We will only process special category data with your explicit consent.

Who your data may be shared with

Comments will be processed and analysed by the council unless specified otherwise. From time to time, we may appoint a third-party service provider to support our consultations. This can include undertaking consultations on our behalf.

In each engagement we will specify whether a summary report of the results will be prepared, if it will be shared and if so how the results can be accessed. 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 their details.

Your consultation response, alongside any data provided, is collected and stored securely using our consultation software provider “Citizen Space”. If we need to contact you about our consultations, some of your data will be stored securely by our email distribution software provider “Mailchimp”.

Citizen Space and Mailchimp do not use the data received for any purpose other than carrying out this service for the councils. For further information please visit: www.delib.net/legal/privacy_notice and https://www.intuit.com/privacy/statement/.

We do not use automated decision making when processing your personal data.

Data retention

Your data will be stored securely by the council. Any personal data will be deleted once the consultation summary report has been published or 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.

When any third parties are involved, they 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 or foi@whitehorsedc.gov.uk.

If you believe we have not handled your personal data as we have described here, please email 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), website: ico.org.uk. 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: 11 November 2026