

RESIDENTS' PANEL PRIVACY NOTICE

To be able to serve you effectively North Lincolnshire Council is creating a Residents' Panel and to do so needs to collect, hold and use your personal data.

Why are we collecting your personal information?

We are processing your personal data for the purposes of consulting with you via our Residents Panel to monitor and improve our services, by obtaining feedback from those using our services.

This is on the basis that this is necessary for a task we are carrying out to benefit society as a whole and in accordance with our powers as set out on s111 of the Local Government Act 1972.

How we use your personal information

North Lincolnshire Council is what is known as the 'Data Controller' of the data you provide to us and is registered with the Information Commissioner's Office.

We take your privacy seriously and handle all data as required by Data Protection legislation. For further information please see the council's Data Protection and Privacy Policy. This includes the General Data Protection Regulation (GDPR) principles that say we must:

- Use your data fairly, lawfully and be open with you about how we use it
- Use your data for a particular purpose and we must not do anything with your data which is not compatible with this
- Keep your data accurate and delete any inaccuracies without delay
- Obtain from you only the data which is necessary
- Keep your data only for as long as necessary
- Store your data safely and securely

The fair and lawful basis for processing your personal data

Under the GDPR legislation we are allowed to use personal information if we have a lawful basis (proper reason) to do so.

The lawful basis for collecting your personal information is Consent – Article (6)(1)(a).

The lawful basis for collecting special category personal information is on the basis of your Consent – GDPR Article (9)(2)(a).

Can I withdraw my consent?

Yes you can withdraw your consent for processing your personal data, because we are relying on consent to process it. You can withdraw your consent by contact the team via email residentspanel@northlincs.gov.uk or by calling 01724 297000.

What data do we collect?

As part of being a member of the Residents' Panel, we require certain personal information from you so we can contact you to send you the survey and give any updates regarding a panel refresh.

We would also wish to obtain sensitive special category personal information which we will collect only with your consent to enable us to ensure these groups of individuals are represented.

The data we collect is listed below:

- Title
- Forename
- Surname
- Address
- Postcode
- Date of Birth
- Email Address (to contact you only as required in relation to your Panel membership)
- Contact number (to contact you only as required in relation to your Panel membership)
- Preferred method of communication
- Sex
- Gender Identity
- Ethnicity
- Sexual orientation
- Religion
- Health/Disability (only with your consent)
- Employment status
- Household make up

The information you provide in response to our surveys will not be linked to your personal information in any way and will be anonymous.

The council will only ever publish results to surveys in an anonymous manner and sensitive special category personal data will not be disclosed. Where the council engages third party organisations to handle personal data relating to the Residents Panel on its behalf, this will be on an anonymous basis only i.e. all the data is held under a 4 digit secure identifier code with no personal identifying information attached.

Who might we share your personal information with?

Your data will only ever be stored on a single, secure database managed by North Lincolnshire Council. We may share your personal information with other teams in North Lincolnshire Council, but only where you have highlighted a particular concern that would require action, however we would only share the information which was necessary for this purpose. Where it would be beneficial to share your special category personal data with another team in the council we would contact you to seek your further consent before doing so.

We will not share your information outside the council without your express consent, unless the law requires us to. For further information on this see our Data Protection and Privacy page on our website or contact the Information Governance Team using the contact details provided below.

We will not transfer your personal data to any countries outside of the United Kingdom without seeking your consent for this first and ensuring that necessary safeguards are in place, unless the law requires us to.

The Organisations acting on our behalf to process your personal data

Third party organisations will be contracted to carry out demographic analysis but any data passed to them will be anonymised first.

Retaining your details and your personal data

If you have consented to being part of the North Lincolnshire Residents' Panel 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.

Special Category Personal Data collected to ensure all groups of individuals are represented will also be held for up to three years from the date of consent.

Your personal data will be retained for 6 years and you will remain on the Resident's Panel until we contact you to check that you would still like to be a member of the North Lincolnshire Resident Panel.

If at any point you would like to be removed from the North Lincolnshire Residents Panel, please contact the team by emailing residentspanel@northlincs.gov.uk or by calling 01724 297000.

How can I access the personal information you hold about me?

You have the right to request access to your information, to request that it be rectified if incorrect, to object to or restrict its processing and to its erasure in certain circumstances.

If you want to know more about your rights relating to the personal information we hold about you or you have a complaint regarding the way we have handled your personal information please contact our Data Protection Officer, using the contact details below.

Contact details for our Data Protection Officer

Phillipa Thornley
Email: informationgovernanceteam@northlincs.gov.uk
Telephone: 01724 297000
North Lincolnshire Council
Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL.

If you have any Data Protection concerns about the Residents' Panel and want to make a complaint please contact our Data Protection Officer (DPO).

If you remain unhappy, then you have the right to appeal to the Information Commissioner - <https://ico.org.uk/concerns/>

Information Commissioner.
Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF
Telephone: 01625 545 700/01625 545 745