

## TOURISM AND EVENTS PRIVACY NOTICE

### **Short Privacy Notice – Tourism and Events**

North Lincolnshire Council is collecting personal data to provide a tourism and events service within North Lincolnshire.

Personal data will be handled in accordance with the General Data Protection Regulation / Data Protection Act 2018 and other relevant legislation, and will not be disclosed to any other third party, unless allowed or required to do so by legislation. For further details about the processing of your personal data please see the [Full Privacy Notice](#) and other information on our Data Protection and Privacy web page.

### **Full Privacy Notice – Tourism and Events**

#### **Data Controller**

North Lincolnshire Council.

#### **Contact details**

Tourism and Events Team:

Church Square House – k Group  
30-40 High Street  
Scunthorpe  
North Lincolnshire  
DN15 6NL

Email: [customerservice@northlincs.gov.uk](mailto:customerservice@northlincs.gov.uk)

Telephone: 01724 297000

Website: [North Lincolnshire Council Coronavirus COVID19](#)

#### **Purpose of this Privacy Notice**

This Privacy Notice tells you what to expect when the North Lincolnshire Council Tourism and Events Team collects and uses your personal data, including to analyse the impact of COVID19 on Tourism in the area.

#### **What do we mean by personal confidential data?**

Personal data relates to living persons and is information that can be used to identify an individual such as name, date of birth, address or postcode.

#### **What data do we have?**

The personal data processed will be specific to the individual application or customer interaction and can include, but is not restricted to:

- Personal details – including name and address

- Sector information
- Tourism related interests

### **What do we do with the data we have?**

We use the data to help us to:

- Promote North Lincolnshire as a tourism destination.
- Work with tourism partners to help grow the sector.
- Increase visitor numbers to North Lincolnshire.
- Delivery of and advice in relation to events in North Lincolnshire.

The personal data collected is being limited to what is proportionate and necessary.

### **Who do we share your data with?**

We may share personal information with organisations, including:

- The Data Subject, business or their employees and customers.
- Law enforcement agencies and bodies
- Courts and tribunals
- Legal representatives
- Ombudsman and regulatory bodies.

### **How do we get your personal data and why do we have it?**

We collect personal data in ways including:

- Via application form, email telephone or letter when joining initiatives, such as the North Lincolnshire Tourism Partnership or the North Lincolnshire Events Network Group.
- Survey Monkey or Microsoft Team Forms Surveys are sometimes used to gather information from tourism and event, businesses or visitors to the area.
- Customers and businesses during direct marketing where consent has been given or where it is accepted that the lawful basis of legitimate interests can be relied upon.

The lawful bases we are relying on to process personal data are:

- (a) To perform a task in the public interest – Article 6(1)(e):
- (b) For the performance of a contract – Article 6(1)(b) - This covers the processing of personal data for contracts between the council and it's tourism businesses and customers.
- (c) Legitimate Interests – Article 6(1)(f) - In relation to direct marketing
- (d) Consent – Article 6(1)(a) - In relation to direct marketing

Please note that we will not process your personal data for a purpose that is incompatible with the reason it was collected for unless this is allowed or required under Data Protection legislation.

### **Can I withdraw my consent?**

Yes, where the processing is on the basis of consent.

### **How do we store your information and for how long?**

Our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures and receive appropriate training on confidentiality and other aspects of Information Governance.

We take organisational and technical measures to ensure the information we hold is secure – such as using secure locations, restricting access to authorised personnel and protecting personal and confidential information held electronically. We only exchange personal confidential information using secure methods, such as encrypted email.

Your personal data is retained in accordance with national guidance and our legal obligations. In this instance we will generally retain your personal data for between 1 year and 10 years depending on the reason for processing. There may be times when we need to keep your data longer, such as when there is a business reason to do so and your personal data may be anonymised and kept for a longer period for statistical purposes.

### **Your Data Protection Rights**

Under Data Protection law, you have rights including:

- **Your right of access** - to ask us for copies of your personal information.
- **Your right to rectification** - to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [customerservice@northlincs.gov.uk](mailto:customerservice@northlincs.gov.uk), 01724 297000 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN 15 6NL if you wish to make a request.

### **How to Complain**

The main point of contact at the council for Data Protection matters is our Data Protection Officer (DPO). If you have any Data Protection concerns about the collection of personal data and wish to make a complaint please contact our DPO, as follows:

Phillipa Thornley

Email: [informationgovernanceteam@northlincs.gov.uk](mailto:informationgovernanceteam@northlincs.gov.uk)

Telephone: 01724 297000

Post: North Lincolnshire Council, Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL

If you remain unhappy you can also complain to the ICO, as follows:

Website: [Information Commissioner's Office](#)

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

Telephone: 0303 123 1113