

RESIDENTS' PANEL AND ASSOCIATED CONSULTATION OR FOCUS GROUP 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. Other related consultation and focus groups are also taking place that will require the Council to hold 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 and for other related consultation or focus groups. This is to monitor and improve our services, by obtaining feedback from those using our services or those who may do so in the future.

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 UK General Data Protection Regulation (UK 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
- Obtain from you only the data which is necessary
- Keep your data accurate
- Keep your data only for as long as necessary
- Store your data safely and securely
- Take responsibility for what we do with personal data we have and how we comply with the other principles.

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 that it is necessary for the public task – Article (6)(1)(e). The relevant legislation is s111 of the Local Government Act 1972.

The lawful basis for collecting special category personal information is GDPR Article (9)(2)(j) where the data is necessary for archiving, research, or statistics purposes. Under the Data Protection Act 2018 the condition we are relying on is Part 1 of Schedule 1 of the DPA 2018 condition 4 relating to research.

Can I withdraw my consent?

No, because we are not relying on consent to process your personal data but you can opt out of being part of the Residents Panel.

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

What data do we collect?

As part of being a member of the Residents' Panel or at the start of other related consultation or focus groups, 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 or about the consultation. For some consultation it will be necessary to give your name and contact details and this will be advised where this is the case.

Sometimes depending on the consultation where you are responding on behalf of an organisation you will be asked to provide your organisation name and contact details as part of the consultation, because this will inform the consultation.

We will only obtain sensitive special category personal information where this is necessary to enable us to ensure as many groups of individuals as possible are represented. An example of this type of information is that about your health or ethnicity.

The data we generally 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 or consultation will not be linked to your personal information in any way and will be anonymous in any final reports. The council will only ever publish results to surveys and consultation in an anonymous manner.

Where the council engages third party organisations to analyse data relating to the Residents Panel or other related consultation on its behalf personal data will be deleted by the third party organisation as soon as the final report is produced and returned to the council.

The council may retain personal data where this is necessary for the survey or consultation.

Who might we share your personal information with?

Your data will only 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 that was necessary for this purpose.

We will not share your information outside the council unless the law allows or 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 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 at times be contracted to carry out demographic and other analysis.

Retaining your details and your personal data

If you are part of the North Lincolnshire Residents' Panel your contact details will be held for a minimum period of three years from the date you join it.

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

Before deleting you from the Resident's Panel we will contact you to check whether you would still like to be a member of the North Lincolnshire Resident Panel.

The retention for related consultations or focus groups will be advised at the start of the consultation. Generally, this will be also be a minimum of 3 years, unless there is a reason for this to be different.

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 296224
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 or other related consultation 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