

Privacy policy - consultation database

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, use and share the data collected when you sign up to our consultation database.

The councils' data protection pages, southoxon.gov.uk/dataprotection and 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.

When you sign up to our consultation database, we will ask for personal details so that we can notify you of relevant surveys, consultations or updates. We will ask for your:

- name
- town/village
- email address, or postal address if receiving updates by post
- business / organisation name (if relevant)

We will also ask which council you wish to receive updates from, what capacity you are responding in and what types of consultations you wish to be notified of.

Data storage

When you register your details, they will be held securely on our consultation database. The information that you supply to us is collected via 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.

Data sharing

From time to time, we may appoint a third-party service provider to support our consultations. This can include managing our database and/or undertaking consultations on our behalf. We therefore reserve the right to share your contact details to an appointed company for these purposes. The third parties will be required to comply with The Data Protection Act 2018.

Data retention

Once you have signed up to our consultation database, we will retain your details for as long as we have a business case to do so (in accordance with our retention schedule), or until you opt out of receiving future correspondence.

Each email or letter that we issue will include details on how to opt-out, and once we receive your request we will delete your details from our database. We may also contact you from time to time to check if you wish to continue to receive updates.

Personal details collected as part of a formal consultation or survey are subject to the consultation or survey's own retention period. This detail will be set out in the associated privacy policy.

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 either call 01235 422485 or 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) www.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: 04 October 2019