

Vale of White Horse District Council

Community Engagement Privacy Notice

Vale of White Horse District Council understands the importance of ensuring that personal data, including sensitive personal data, is always treated lawfully and appropriately and that the rights of individuals are upheld.

1. Why do we need your personal data?

The Community Enablement Team collect personal data for the following activities:

- To respond to grant enquiries
- To process grant applications
- To process awards, payments and grant agreements
- To monitor grant awards and ensure public money has been spent for the purpose allocated
- To provide information about Council grants and voluntary sector support and activities
- To seek feedback (with consent) in order to monitor and improve our services

We collect names, addresses, email addresses, telephone numbers (mobile, landline and work numbers), and photographs (relating to funded projects) via online, phone, face to face, or other written interactions.

2. Lawful processing & your rights

It is in the Council's legitimate interest to process your personal information for the purposes stated above. We have to be accountable for the work we do and public funds we allocate to voluntary sector organisations. All funds must be spent for the purpose allocated and we need to ensure applications, agreements and monitoring relating to such funding is done fairly, in the public interest, and as the public would expect.

With regard to the personal data you provide, you have the right to:

- Know what data the council holds about you; best done through a Right of Access request
- Update any incorrect or out of date information, either by amending your own records or asking us to do it on your behalf
- Ask us, where appropriate, to stop processing/using your data temporarily
- Ask us to permanently remove all your personal data from our system/records.

To exercise one of these rights please make your request in writing to foi@whitehorsedc.gov.uk or Data Protection Officer, South and Vale District Councils, 135

Eastern Avenue, Milton Park, Abingdon, OX14 4SB. Once we receive your request we will send an acknowledgement and action the request within five working days and forward your request to the relevant team for processing.

3. Keeping your information secure

We will take appropriate steps to make sure we hold records about you (on paper and electronically) in a secure way, and we will only make them available to those who have a right to see them. Our security includes:

- Encryption on our mobile devices such as laptops
- Access controls on systems
- Security training for all staff

4. Sharing your information

To ensure our record keeping is efficient and to be able to provide excellent customer service we hold your personal information in a centralised, online grants system that can be accessed by officers of the council in order to process your application.

Our software provider Fluent Technology (trading as FlexiGrant) may view your personal information to help us resolve any software issues, but they will not use or access the information outside their contracted work on behalf of the council.

We may disclose information to third parties where it is necessary to comply with a legal obligation. The council is required by law to protect the public funds they administer. We may use any of the information you provide with other bodies that are responsible for auditing or administering public funds to prevent and detect fraud in any of our systems and may supply information to government agencies, law enforcement agencies, internal audit, regulators or other external bodies for such purposes.

If any of the information we have about you is incorrect, please tell us, we are reliant on you assisting us to keep the information we hold on you accurate and up to date.

5. Retention of your personal information

We only keep your personal information for as long as necessary. We will review personal login accounts annually and will delete enquiry information which did not result in an application after one year. We will remove your personal data from each application once the case is either closed or completed on our system, and always within six years of the last payment being made. Financial transactions may be retained up to seven years.

Whilst we can delete your personal contact record which you create when registering with our grants system, please be aware that we cannot remove personal data from scanned documents uploaded to the system by you. For example, you may upload an email you received detailing a quote for goods or services as part of the application process. The

supporting documents for applications need to be kept as evidence of our decisions and of the awards process

6. Data Controller & ICO reference

Vale of White Horse District Council is a registered Data Controller with the Information Commissioners Office.

Data controller name: Vale of White Horse District Council Registration number: Z6666984

Data controller name: Electoral registration officer for Vale of White Horse Council District Council Registration number: Z2612241

You can find out more about how we handle your data by visiting the Council's Privacy Notice page on the [website](#).

If you believe we have not handled your personal data as we have described here, please either call 01235 422485 or contact us by email to foi@whitehorsedc.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). You can reach them [through this link to their website](#) or call them on 0303 123 1113. Their mailing address is:

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

The council's Data Protection Officer is Adrianna Partridge and she can be contacted on 01235 422485 or email to data.protection@southandvale.gov.uk