

Consultation and Research Privacy Notice

How to contact us

Inverclyde Council will act as the 'Data Controller' in regard to the personal data you provide to us. The 'Data Controller' is based at Inverclyde Council, Customer Service Centre, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Vicky Pollock. The Data Protection team can be contacted at dataprotection@inverclyde.gov.uk and by telephone on 01475 712498.

Smart Monkey is the Data Processor and they will gather your information on behalf of the Council.

What information do we need?

The information that the Council will request from you will include details such as:

- Name;
- Email address;
- Gender;
- Employment status;
- Qualifications; and
- Household composition.

And Special Category Data such as:

- Ethnicity; and
- Disability.

Why we need this information

Your personal information will be used to allow the Council to undertake analysis of research and consultation findings and to identify any differences in respondents' views and opinions based on specific demographics and for your input at Focus Groups where you have consented to take part. This will allow the Council to regularly consult with you on a wide range of consultation issues and to obtain feedback to improve and develop services to meet the needs of local people.

The Council needs to know this personal data and your responses to the Focus Group surveys in order to deliver the services the Council provides and to establish our rights in relation to those services. If you do not provide this information then the Council will be unable to provide those services to you. The Council will not collect any personal data from you that is not needed for delivery of those services.

Throughout the lifetime of participation in Focus Groups, the information you provide will be used for the following purposes:

- your name and contact details, including your home address, telephone numbers and email addresses, will be used to identify you and communicate with you, as necessary.

- information may be gathered to assess your suitability for inclusion in particular Focus Groups.
- information including that in relation to your employment, qualifications and housing tenure will be required to ensure that Focus Groups are broadly representative of the population of Inverclyde.
- during your time when participating in Focus Groups, you will be invited to disclose personal characteristic information as defined in The Equality Act 2010 and other equalities related information. This information is used for statistical monitoring of the composition of the Focus Groups.

The Council also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

The Council will not collect any personal data from you that is not required for undertaking the analysis of research and consultation findings.

Legal Basis for Processing

The Council undertakes this work as part of its statutory function as your local authority. Processing your personal information is on the basis of your consent. If we have asked for more sensitive personal information about you this is purely for the purposes of research and statistics. The services mentioned above are provided in terms of the Council's statutory functions as a local authority, more details of which can be found on our website at www.inverclyde.gov.uk/privacy.

What we will do with your information

Throughout your participation in the Survey and Focus Groups, the information you provide will be used for the following purposes:

- to identify and communicate with you; and
- for statistical monitoring of the composition of the Focus Groups.

Your personal data will be collected by our Data Processor and the data provided will enable a report to be created on an anonymous basis which will be used by Inverclyde Council to devise the Equality Outcomes for the period 2021/2025. If you have noted interest in participating in the Focus Group your data will be used to contact you and provide you with further information about this. Your answers will be presented only as part of group responses and will never be considered in a way that identifies you as an individual.

You can ask Inverclyde Council to remove your data at any time.

The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

In some circumstances, there will be a requirement to share some information with organisations external to Inverclyde Council:

- Inverclyde Council is subject to freedom of information (FOI) legislation. If the Council receives requests which seek disclosure of information about the Focus Groups, such requests are assessed carefully and the Council will only release

information in response to FOI requests if doing so is compatible with our obligations under data protection law. As a general rule, the Council will withhold the identities of survey respondents and attendees at Focus Groups. The Council will not voluntarily release information about survey respondents or Focus Group attendees such as their home address. The Council would seek the views of survey respondents or attendees as to any such release.

How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website where the policy document can be found <https://www.inverclyde.gov.uk/law-and-licensing/freedom-of-information> or you can request a hard copy from the contact address previously stated above.

Your Rights

When you provide information to the Council in these circumstances, you will have the following rights:

- To withdraw consent at any time, where the legal basis specified above is consent
- To request access to your personal data
- To object, where the Legal Basis specified above is: i) public task or ii) legitimate interests
- To request rectification, as so far as the legislation permits
- To restrict processing in certain circumstances, for example if the information is not accurate.

In addition, if you are unhappy with the way the Council has processed your personal data you have the right to complain to the UK Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, 08456 30 60 60, Email: www.ico.gov.uk but you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

N/A

More information:

For more details on how the Council processes your personal information visit <https://www.inverclyde.gov.uk/site-basics/privacy>

If you do not have access to the internet you can contact the Council via telephone to request hard copies of our documents.