

Relationship between Inverclyde Council and members of the Citizens' Panel and those people taking part in Focus Groups – 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, Information Governance, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LY.

The Council's Data Protection Officer is Vicky Pollock who can be contacted at dataprotection@inverclyde.gov.uk.

Lowland Market Research is the Data Processor. Lowland Market Research's Privacy Policy explains how it will collect, safeguard and process your data on behalf of the Council. This can be found at <http://www.lowland-research.co.uk/privacy.html>.

What information do we need?

The information will include details such as:

- your name;
- address;
- telephone number;
- email address;
- your sex;
- your age
- your employment status;
- qualifications;
- household composition.

And special category data such as:

- which ethnic group you come into; and
- whether you consider yourself to have a disability and, if so, details of that disability.

Why do we need this information?

You are giving us your personal information, your responses to the Citizens' Panel surveys and your input at Focus Groups to allow the Council to regularly consult with Inverclyde

residents on a wide range of 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 Citizens' Panel surveys and your input at Focus Groups 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 your membership of the Citizens' Panel and your 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.
- during the recruitment process for the Citizens' Panel and for Focus Groups or at times during the course of your membership of the Citizens' Panel or your participation in Focus Groups, information may be gathered to assess your suitability for inclusion in the Citizens' Panel or in Focus Groups.
- information including that in relation to your employment, qualifications and housing tenure will be required to ensure that membership of the Citizens' Panel and of Focus Groups is broadly representative of the population of Inverclyde.
- during your time as a member of the Citizens' Panel or your participation 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 Citizens' Panel and Focus Groups.

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 <https://www.inverclyde.gov.uk/site-basics/privacy>.

The Legal Basis for collecting the information is:

- Consent.

What will we do with your information?

All of the information we collect from you will be processed by staff in the United Kingdom.

Your personal data will be collected by our Data Processor who will prepare a report on an anonymous basis and share this with Inverclyde Council. 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. The Data Processor will not return your completed questionnaire to the Council and its final report will not identify individual responses.

Your data will be stored for a time limited period in compliance with our retention policy. You can ask Inverclyde Council to remove your data at any time.

In general, the Council does not transfer personal data outside the UK or the European Union and, on the rare occasions when it does so, the Council will inform you. 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.

Processes such as evaluating the responses to Citizens' Panel surveys and the input provided at Focus Groups are done without personal or sensitive data.

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 Citizens' Panel or 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 Citizens' Panel members and attendees at Focus Groups. The Council will not voluntarily release information about Panel members or Focus Group attendees such as their home address. The Council would seek the views of Panel members or attendees as to any such release.

How long will we keep your information ?

Your information will be retained for the lifetime you are a member of the Citizens' Panel or of a Focus Group and, in most cases, the current year and five years thereafter.

Your Rights

When you provide information to the Council, 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 data portability, where the legal basis specified above is: (i) consent or (ii) performance of a contract
- To request rectification or erasure of your personal data, 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, telephone 08456 30 60 60, website <https://ico.org.uk/>, but you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

No systems are used to make automated decisions with the data listed above.

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 by telephone on 01475 717171 to request hard copies of our documents.