

What happens to your information - Disclosures

Cherwell District Council and its services are exploring ways to improve our support service within the district and would like to know your views and would ask you to complete the survey, data capture, invitation or any other form of consultation by pressing the [START/ link](#) button within this space.

For information:

When engaging with this tool, you submit the information you are willing to share online via the Consultation Hub:

- to the Service or Team sponsoring this exchange, with
- Delib designated as data processor.

[Delib \(http://www.delib.net/\)](http://www.delib.net/) provides and operates the platform for online responses, and their privacy policy. (https://beisgovuk.citizenspace.com/privacy_policy/) explains how they collect, safeguard and process your data on behalf of our services. You also may submit it by email or post to:

- the Service or Team sponsoring this exchange is the data controller.
- the Performance and Insight Team is the data processor.

What happens after:

The information gathered will be used by the Service or Team in considering implementing changes that contribute to a more effective and fit for purpose service.

This privacy notice sets out:

- how we process your personal data when you respond to our consultations.
- the rights you have under the General Data Protection Regulation (GDPR).

Your data – Purpose:

We collect your personal data as part of the consultation process:

- so that we can contact you regarding your response or related matters.
- for statistical data, for example the types of individuals and groups participating.

The data we may collect:

We may collect and process the following personal data:

- your name.
- your email or postal address.
- depending on the topic of the consultation, other personal data such as your postcode or employment status.
- any personal data you volunteer by way of evidence or example in your response to the consultation.
- If you respond online, we will also collect:
 - your Internet Protocol (IP) address, and details of which version of web browser you used.
 - information on how you used the site, provided by cookies and page tagging techniques.

Legal basis for processing your personal data:

The legal basis for processing your personal data is to perform a task carried out in the public interest, that of consulting the public.

Under the [Data Protection Act 2018](#), Cherwell District Council have a legal duty to protect any personal information we collect from you, and we are committed to be open. This may include quoting 'extracts' from your consultation response into our reports.

Why we need it:

We may collect your name and email or postal address, it is so that we:

- know you are a real person and,

- can respond to your comments, if offered or requested.

We also collect data to:

- gather information about the types of individuals and groups participating.

Accessibility:

If you would like a printed copy of the questionnaire or have any questions about the standards or the consultation, please email the Service or Team at XXXXXXX@cherwell-dc.gov.uk or contact them via phone: 01295 221 XXX.

If you respond online, we use Google Analytics software to collect information about how you use the site. We do this to help make sure the site is meeting the needs of its users and to help us make improvements.

Google Analytics stores information about:

- the pages you visit.
- how long you spend on each page.
- how you got to the site.
- what you click on while you are visiting the site.

Google Analytics does not collect or store your personal information (for example your name or address) so this information cannot be used to identify who you are, it will only be used for the purpose mentioned in relation to this consultation, survey or form.

If you would like more information on the Council's privacy policy, please take a look here: <https://www.cherwell.gov.uk/info/5/your-council/367/privacy-and-cookies>

What we do with your data:

We may share your data with other organisations which have a direct interest in the policy on which we are consulting: for example, partners organisations and communities. If we plan to share responses with other bodies, we will make that clear on the consultation description above.

We will not:

- sell or rent your data to third parties.
- share your data with third parties for marketing purposes.

We will share your data if we must do so by law, for example by court order, or to prevent fraud or other crime.

How long we keep your data:

We will only retain your personal data for as long as:

- it is needed for the purposes of the consultation.
- the law requires us to.

In general, this means that we will only hold your personal data for a minimum of 1 year and a maximum of 7 years.

Children's privacy protection:

Consultations are not usually designed for, or targeted at, children aged 13 or less. It is not our policy to intentionally collect or maintain data about anyone aged 13 or less.

Your rights:

The data we are collecting is your personal data, and you have considerable say over what happens to it.

You have the right to request:

- information about how your personal data is processed.
- a copy of the personal data you submitted in an accessible format.

- that anything inaccurate in your personal data is corrected immediately.
- that any incomplete personal data are completed, including by means of a supplementary statement.
- that your personal data are erased if there is no longer a justification for them to be processed.

in certain circumstances (for example, where accuracy is contested) that the processing of your personal data is restricted.

You can also:

- object to the processing of your personal data where it is processed for direct marketing purposes.
- lodge a complaint with the independent Information Commissioner (ICO) if you think we are not handling your data fairly or in accordance with the law.

Changes to this notice:

We may modify or amend this privacy notice at our discretion at any time, and reserve the right to review, and if necessary, reverse any decision if information identified, at initial decision, is deemed incorrect.

When we make changes to this notice, the last modified date at the top of this page will be updated.

Any modification or amendment to this privacy notice will be applied to you and your data as of that revision date.

If these changes affect how your personal data is processed, the Service or Team will take reasonable steps to make sure you know.

How to contact us, survey page issues:

Customer Focus Department

Performance and Insight Team

Our offices are open 9:00am to 5:15pm Monday to Friday.

Our address: is Bodicote House, Bodicote, Banbury, Oxon, OX15 4AA.

Email: Consultations at consultation@cherwell-dc.gov.uk

Phone: 01295 227 001- via customer services