

Data Protection Privacy Notice

Service: Organisational Development Service

Team: Communications

Processing activity: Sending information about council services, events, projects and campaigns by email newsletter or digest

The Data Controller

East Devon District Council's Organisational Development Service

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing csc@eastdevon.gov.uk or by calling 01404 515616.

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

The information we hold about you will be your email address and this will have been provided to us by you as a subscriber to our service

Use of your personal information

We are using your personal data to send you information about EDDC services, projects, events and campaigns as an email newsletter or digest and on the basis of your consent.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the Communications Team and other service areas within the council and will be shared with the external host for the system, [Granicus](#), to ensure that we can manage your subscriptions.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your information will be stored on a cloud based system hosted by an American Company called [Granicus](#)

Your rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

As we are processing your personal data on the basis of your consent, you have the right to withdraw consent at any time. We will regularly check your subscriber preferences and remind you of your right to amend or unsubscribe from our communications.

You can update your subscriptions, modify your password or email address or stop subscriptions at any time on your subscriber preferences page.

If you have questions or problems with the subscription service, please contact [Granicus 'subscriber help centre'](#).

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

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

Tel: 0303 123 1113

Information Commissioner's Office [website](#)