

Data Protection Privacy Notice

Service: Organisational Development Service
Team: Engagement
Processing activity: Consultation and surveys

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 Controller's Representative

Communications, Digital Services and Engagement Team
Contactable by emailing communications@eastdevon.gov.uk

The Data Protection Officer

Contactable by emailing dataprotection@eastdevon.gov.uk

Obtaining your personal information

The information we hold about you will be your name and contact details which we will have either obtained from the Land and Property Gazetteer or which you will have provided to us when completing a survey.

Use of your personal information

We are using your personal data to send out random surveys on the basis of a legitimate interest. We are also using your personal data to provide you with feedback on a consultation and / or to enter you into a prize draw 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 relevant service for the purpose of sending out surveys and providing you with relevant feedback and / or for entering you into a prize draw. Your details may also be shared with third party consultation contractors working on our behalf.

Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the council, unless detailed above.

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 may be held on servers outside the EU when handled by third party software contractors.

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.

Where we are processing your personal data on the basis of legitimate interest then you have the right to object and right to restrict processing. Where we are processing your personal data on the basis of your consent, you have the right to withdraw consent at any time.

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.

Email: casework@ico.org.uk

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF