

Privacy Notice – Democratic Services & Elected Members

Who we are?

Derby City Council is the local government unitary authority for Derby City. Our address is The Council House, Corporation Street, Derby, DE1 2FS. You can contact our Data Protection Officer on 01332 640763 or by email at Data.protection@derby.gcsx.gov.uk

How do we collect information from you?

We collect information from you when you visit www.derby.gov.uk; also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

If you have contacted your local councillor and asked for their assistance in resolving an issue that you may have, then the information you have supplied may be passed on to us so we can help the councillor address your issue. Another instance where we may gain information about you from a third party is where we have appealed for a school place, or for a review against a school exclusion, for your child, and we have been commissioned by that school to administer the appeal or review on its behalf.

How is your information used?

In accordance with your consent we may use your information to:

- Enable councillors or officers of the council to investigate or assist with any issues which you may have raised, and so that we can notify you of any updates or keep you informed;
- Ensure any requests you have made for the Mayor, or another high-profile councillor, to attend an event you have organised can be dealt with appropriately.

In accordance with our public tasks we may use your information to:

- Enable the council to proceed with an appeal you have lodged against a decision that has been taken in relation to your child's schooling, in order that we can contact you to arrange hearings or to inform you of the outcome of those hearings;
- Ensure any petition you have led or signed is dealt with in accordance with the council's Petitions Scheme, and to ensure you are notified of the outcome;
- Allow officers to ensure any Public Questions you have asked to put at meetings of the Council are dealt with appropriately, and to enable necessary checks to be undertaken to ensure those asking questions are Derby residents;
- Enable regulatory matters where you are either an applicant, appellant or objector to proceed, where appropriate, to be considered at council committees such as Planning Control Committee, Licensing Committee, or a sub-committee of either of the above;
- Enable the council to deal with complaints about councillors which you may have raised, in accordance with the council's Councillor Complaints Procedure;

Research & Statistics

Anonymised & Pseudonymised data may be used for research & Statistical purposes. Any Data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share your information with the following third parties:

- Councillors appointed to committees which need to consider regulatory matters where you are an applicant, appellant or objector;
- Non-councillors who sit on an independent panel in consideration of school admission appeals or school exclusion reviews;
- The Local Government Ombudsman, only in cases where you have referred a matter to them for resolution and they have requested the information from us in order to deal with your complaint;
- Other council departments, where an issue you have raised through your local councillor, or through us in seeking to reach your local councillor, requires a response that those other departments are best placed to provide;
- Your local councillor or a Cabinet Member, where you have an issue with us and have specifically asked for a councillor to respond.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

What are your rights in relation the personal data we process?

Access – you can request copies of any of your personal information that is held by the Council.

Rectification – you can ask us to correct any incorrect information.

Deletion – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

Portability – you can ask us to transfer your personal data to different services or to you.

Right to object or restrict processing – you have the right to object to how your data is being used and how it is going to be used in the future.

Right to prevent automatic decisions – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule; information about this is at <https://www.derby.gov.uk/retention-schedule/>. We will comply with the Data Protection 2018

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Details of any automated decision processes

We do not make any automated decisions about you.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. [View what cookies we use and how you can manage them.](#)

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

By Post: Information Governance
The Council House,
Corporation Street,
Derby, DE1 2FS

By phone: 01332 640763

By email: Data.protection@derby.gcsx.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
Alternatively, visit ico.org.uk or email casework@ico.org.uk.