

# Consultation Privacy Policy

While carrying out consultations, Lancaster City Council will occasionally collect, process and store personal information about you in order to inform decisions and improve council services.

We are committed to protecting your privacy, and this policy is made in light of the requirements of the General Data Protection Regulation 2016 and the Data Protection Act 2018 to advise you on how we may collect and use your personal information.

## When do we collect personal information?

We may collect information from you when you complete a survey, either online or on paper.

We also collect information from you if you are interested in being informed about future consultations.

## What personal information do we collect?

The types of personal information we collect may include:

- Basic personal information including your name, address and contact details,
- Any information you provide in response to consultation questions,
- Your IP address (if you complete a consultation online),
- Some personal data that is considered “special” under the GDPR, including your ethnicity and whether or not you have a disability.

The information we ask for will be dependent on the related service and consultation purpose.

## How do we use your personal information?

We use the information we collect from you to help us to make better decisions and improve our services in ways which suit our residents. Some of the more personal information we collect is used to better understand the responses you give to consultation questions. For example, if we collect postcode data and receive similar feedback from people living in a particular area, we can identify this and take targeted action as a result.

The sensitive information we collect allows us to ensure that we fulfil our obligations under equality legislation. In some cases, this information is not connected to your survey responses and only used for overall monitoring purposes, in other cases we use this information to understand how different groups of people feel about particular issues.

We collect your IP address to ensure that each person can only complete a survey once.

We may also ask if you would like to provide contact details so that we can send relevant information to you.

Where possible, we anonymise consultation responses. In all other cases we always ensure that responses are kept securely and only kept for as long as necessary. Usually this is until the statutory period to challenge relevant decisions have expired.

We do not use the information provided for consultations for any other purposes unless we are required to do so by law.

## Do we share your information with anyone else?

In some cases, we are required by law to publish consultation responses, including identifiable personal information. This may include publication in official documents and on our website. We will always tell you at the start of a consultation if identifiable personal information will be made public. We reserve the right not to publish anything containing perceived insulting, offensive, abusive or obscene comments.

If you complete an online survey, your information will be stored in our Survey Monkey account. If provided on paper, your information will sometimes be electronically scanned or entered into our Survey Monkey account. Once this has happened we will dispose of paper responses.

Survey Monkey currently stores our data on its servers in the US, and is certified under the EU-US Privacy Shield programme. This is a means of legalising transfers of personal data between Europe and the US. In addition, Lancaster City Council and Survey Monkey have signed a Data Processing Agreement which includes clauses ensuring your privacy is respected.

If you would like to view them, Survey Monkey have their own [privacy policy](#) and [security statement](#).

If you sign up to receive details of future consultations, your information will be stored in our Mailchimp account. If you would like to view them, Mailchimp have their own [privacy policy](#) and [security statement](#).

We sometimes share information gathered from consultations with other third parties, including partner organisations (such as Lancashire County Council) or other organisations assisting with the consultation process.

We will not share your personal information with anyone else, unless required to do so by law.

## Your rights and revisions

You have a number of rights under data protection law, including the right to ask for a copy of the information we hold about you, and the right to object to our use of your information in certain circumstances.

For further information about your rights, how the Council uses your information, and how to get in touch if you have a query or complaint, please see the Council's [main privacy notice](#).

We reserve the right to amend this privacy notice at any time. However, we take your privacy very seriously and will never change our policies or practices to make them less protective of your personal information.

If we make any changes to this policy that significantly affect you, we will aim to notify you directly if we hold contact details for you. You will always be able to find the most up-to-date version of this policy on our website at this address: [www.lancaster.gov.uk/haveyoursay](http://www.lancaster.gov.uk/haveyoursay)