

We are committed to safeguarding the information that we hold about you whilst at the same time giving you better control over your personal information.

What we do with your information

We deliver a range of different services and in order to do this in an effective way we need to collect and use personal information about you.

If you use a specific council service, we will let you know how that service will use your information in a separate privacy notice. These notices can be found on our website or a hard copy can be obtained from our Data Protection Officer (contact details below).

The Data Protection Act 2018 ensures that we comply with a series of data protection principles. These principles are there to protect you and they make sure that we:

- Process all personal information lawfully, fairly and in a transparent manner
- Collect personal information for a specified, explicit and legitimate purpose
- Ensure that the personal information processed is adequate, relevant and limited to the purposes for which it was collected
- Ensure the personal information is accurate and up to date
- Ensure the personal information is kept for no longer than is necessary
- Ensure the personal information is kept secure by using appropriate technical and organisational measures

Consent

In some cases, we need to obtain your consent to process your information. This is often the case when we want to send you marketing material about services and events. You have the right to withdraw your consent at any time and we will ensure that this can be easily achieved.

Sharing your information

In order to provide you with an efficient and effective service we will sometimes need to share your information between teams within the council as well as with our partner organisations that support the delivery of the service you receive, for example:

- NHS/GPs
- Other councils
- Police
- Fire Service
- HMRC
- DWP
- Voluntary organisations

We also need to share your information with organisations we have contracted to provide a service to you.

We will only ever share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

Sometimes we need to share your information with other agencies in order to check the accuracy of the information we have been provided with, to prevent or detect fraud or to protect public funds.

We will never share your information marketing purposes unless you have given your consent for us to do this.

Details of transfers to third country and safeguards

Your information will only be stored and processed on servers based within the European Economic Area (EEA).

How long we will keep your information

We will only keep your information for as long as it is necessary. The period that we have to keep your information is usually set out in law. When your information is no longer needed it will be securely and confidentially destroyed.

We have a Corporate Retention and Disposal policy and this sets out the legislation, guidance and timescales for how long we need to keep your information.

Your rights

You have a right to know what information we hold about you and the purposes for which we process your information. You are also entitled to know who we share your personal information with, how long we will keep it for, where we obtained your personal information and any automated decision making we may make about you.

You can make a request for this information and wherever possible, we will provide you with the information you have requested. If we hold lots of information about you, we may ask you to specify what information you would like to see (e.g. housing, council tax, housing benefit etc). In most cases we have 30 calendar days to provide you with the information you have requested and we do not charge for this service.

You also have a number of additional rights which apply in certain circumstances. These are:

- The right to rectification – we must correct inaccurate or incomplete data within one month
- The right to erasure – you have the right to have your personal information deleted and to prevent processing unless we have a legal obligation to process your personal information
- The right to restrict processing – you have the right to suppress processing. We can retain just enough information to ensure that the restriction is respected in the future
- The right to data portability – we can provide you with your personal information in a structured, commonly used, machine readable form when asked
- The right to object – you can object to your information being used for profiling, direct marketing or research purposes
- You have rights in relation to automated decision making and profiling to reduce the risk that a potentially damaging decision is taken without human intervention

More information about your rights in relation to the information we hold about you can be found on the Data Protection section of our website.

Collecting Information Automatically

Please see our cookies page for further information about the information we collect automatically when you use our website.

Information Security Incident

If you wish to report an information security breach you can contact our Data Protection Officer. Their details can be found below.

Comments and complaints

We are always pleased to hear when we have done well but we also want to know when things go wrong. If you wish to make a comment or complaint about the way we have handled your personal information, please contact our Data Protection Officer. Their details can be found below. If you are unhappy with the response you receive from our Data Protection Officer you may contact the Information Commissioner's Office.

Data Controller

Exeter City Council is registered as a data controller with the Information Commissioner's Office (registration number Z5448502).

Data Protection Officer

Contact details:

Email: data.protection@exeter.gov.uk

Tel: 01392 265257

Write to: Data Protection Officer
 Executive Support Unit
 Exeter City Council
 Civic Centre
 Exeter EX1 1JN