

Leicestershire County Council Fair Processing Notice

This notice is to tell you about why we need your information and how we will handle it. This notice is for:

Mobile connectivity survey in Leicestershire

What Information do we need from you?

We need to know the following about you: your postcode, town or district. Where you choose to be contacted by us, we ask you to provide your personal details including your name, address, telephone number or mobile number or email address, depending on your preference for being contacted.

Why do we need this?

We need this information so that we can gain a better understanding of the mobile connectivity service within Leicestershire and work with other organisations to ensure improvements. We will map any locations that are provided to us through survey responses. Should you wish to provide your contact details, we need this information for feedback on the survey and ways we can improve our services in the future.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case, we are using our official authority or performance of a public task and your consent when you choose to provide your contact details. Please note, we only ask you to provide your contact details if you wish to discuss the survey. This is optional and you can withdraw your consent at any time.

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary to offer you this service, or if we are required to do so by law. Where you choose to contact us to discuss the survey or your service, we may contact your mobile network operator. We will only do this if we have received your consent.

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside of the UK / Europe.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For this service that would normally be for 12 months after the close of the survey.

What if something changes?

If you have provided your contact details and we need to change something like who we want to share this information with, we will contact you to let you know.

What are your rights?

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted.

If you are unhappy with the way your data is being handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team: informationgovernance@leics.gov.uk

If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the Council first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk

Email: icocasework@ico.org.uk

Make a complaint: <https://ico.org.uk/make-a-complaint/>