

Privacy Notice for Consultations

Service description

Canterbury City Council will process your personal data in the process of consulting with you, to obtain your views about certain matters when it is appropriate to do so, to help inform our decisions.

Processing activity

If you have asked to be told when a consultation becomes available, we will contact you to let you know.

If you respond to a consultation, we will record and analyse any submissions to our consultations.

If you want to be updated with the results of a consultation, we will contact you about them.

Information requirements

If you wish to be contacted about future consultations, we will process the following information:

- Your name and address
- Your contact details and preferences

In relation to each consultation, we normally need to process the following information:

- Your name, address and phone number
- Your email address if you've asked to hear about this type of consultation
- Your relationship to the district
- Your opinions and priorities in relation to the matter being consulted on
- Whether you want to continue to be involved in the consultation
- Your ethnic background
- Your age group
- Your gender
- Whether you consider yourself to be disabled or not

If a consultation doesn't ask you to provide some of the above, you don't need to. But if you don't provide the information the survey consultation asks for, we may not be able to accept your response or we may not get the most potential out of it.

Lawful bases

In relation to being contacted about future consultations our lawful basis is:

- Consent (UK GDPR A6(1)(a))

In relation to processing your response to any consultation our lawful basis will be either:

- Legal Obligation (UK GDPR A6(1)(c)), or
- Public Task (UK GDPR A6(1)(e))

This depends on if we are obliged to consult or have chosen to do so. If you would like more information about a specific consultation, please contact: consultations@canterbury.gov.uk

In relation to Special Category Data our lawful basis is:

- Substantial Public Interest (UK GDPR A9(2)(g) as supplemented by DPA2018 s10(3) and (5), and Sch 1 Part 2 Para 6(2)(a) and Para 8.

Our actions are based on the authority mentioned above and the public sector equality duty created by the [Equality Act 2010 s149](#).

In relation to being updated about the results of a consultation our lawful basis is:

- Consent (UK GDPR A6(1)(a))

Your rights

Your rights depend on the lawful basis we are relying on. More information is [available here](#).

Data Processors

We use MailChimp to email people who have asked told about upcoming consultations.

We use SnapSurveys and Granicus, depending on the survey, to process consultation responses. If you would like more information about a specific consultation, please contact: consultations@canterbury.gov.uk

We use MicroSoft UK Ltd for business productivity products (e.g. Excel, Word, etc).

From time-to-time other processors may be engaged.

Safeguards

We will only transfer data abroad when we have appropriate safeguards in place.

Data sharing

We will not share your personal data with any other Data Controllers unless allowed by law or otherwise specified in the consultation material.

Please note, in relation to consultations about Local or Neighbourhood Plans we will share your responses with the Planning Inspectorate.

Retention

We will keep a record of your responses for as long as legally necessary. If you would like more information about a specific consultation, please contact: consultations@canterbury.gov.uk

Further Information

Please refer to our Corporate Privacy Notice at www.canterbury.gov.uk/dataprotection for further details of how we process your personal information and your rights.