

Privacy Notice for Cemeteries feedback questionnaire

Service description

Canterbury City Council provides cemeteries across the district and is asking customers of our Cemeteries Service about their experience with that service to allow us to make informed decisions about the delivery of that service.

Processing activity

Customers can complete a feedback questionnaire to give us their views about the service they received from Canterbury City Council.

Information requirements

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

- Your views about our service
- Your name, address and post code
- Your email address and/or telephone number (so we can contact you if necessary)
- Name of the Deceased
- Date of Service
- Location of cemetery the Service was held at

Lawful bases

In relation to processing the survey our lawful basis will be either:

- Public Task (UK GDPR A6(1)(e))

Our actions are based on being the waste collection authority per the [Local Government Act 1972 s214](#) and the [Local Authorities' Cemeteries Order 1977 r3](#).

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](#).

Your rights

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

Data Processors

We collect your data through Snap Surveys Limited.

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

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.

Retention

We will keep a record of your responses for as long as legally necessary, this is likely be 3 years.

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.