

Engagement and Communication Privacy Notice



This privacy notice explains how Worcester City Council uses personal information when you:

- submit a comment, compliment, or complaint
- make a general enquiry or contact the Council
- request information (including Subject Access Rights Requests (SAR), Freedom of Information (FOI) or Environmental Information Regulation (EIR) requests)
- take part in consultations/resident panels, surveys, or engagement activities

It explains what information we collect, how we use it, who we share it with, how long we keep it, and your rights.

Depending on why you are contacting us, we may collect

- name
- address or postcode
- email address
- telephone number
- details of your enquiry, concern, or feedback

For consultations open to young people, you must be aged 13 or over to take part using an online survey, but other people can fill in online surveys on behalf of younger children. We may also collect optional equality-monitoring information such as age, gender, disability, ethnicity, or other demographic data, which is usually anonymised for analysis.

We use your information to:

- respond to comments, compliments, complaints, or enquiries
- investigate and resolve issues you raise
- provide information requested under SAR, FOI or EIR
- manage and improve Council services
- analyse feedback and consultation responses
- comply with legal and regulatory requirements

Data Controller and Data Processors

The **Data Controller** is Worcester City Council.

Data Protection Officer:

Email: data.protection@worcester.gov.uk

Purpose of processing

Your information may be used to:

- analyse consultation responses
- support service planning and improvement
- inform decision-making
- monitor engagement and representation
- help the Council meet its duties under the Equality Act 2010, including advancing equality and eliminating discrimination

Lawful basis for processing personal data

- Article 6(1)(e) UK GDPR – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority, and
- Article 6(1)(c) UK GDPR – processing is necessary for compliance with a legal obligation, including duties under the Equality Act 2010.

Lawful basis for processing special category data

- Article 9(2)(g) UK GDPR and Schedule 1, Part 2, Paragraph 8 of the Data Protection Act 2018 – processing is necessary for reasons of substantial public interest, specifically for identifying or keeping under review equality of opportunity or treatment between groups, with a view to promoting or maintaining equality.

Who we share information with

We will not share your personal data with third parties unless the law requires us to do so. We may share your information:

- with relevant Council departments to respond to your enquiry
- with service providers acting on our behalf (for example, IT or survey platforms)

We will not share your information with third parties unless the law requires us to do so. All processors act on the Council's instructions and must meet data protection requirements.

Details of data transfers outside the UK and safeguards in place

Where personal data is transferred outside the UK, appropriate safeguards are in place, such as adequacy regulations or approved contractual clauses.

Automated decision making

We do not carry out automated decision-making or profiling in relation to this processing.

How long we keep your information

Personal data will be kept only for as long as necessary and in line with the Council's retention schedule:

- Minor consultations: up to **12 months**
- Major consultations: up to **5 years**
- enquiries and feedback: up to **3 years**
- complaints – up to **6 years**
- FOI/EIR/SAR requests – up to **2 years**

Where possible, information is anonymised once analysis or reporting is complete.

Your rights

If you are identifiable from the information you provide, you have the following rights under the UK GDPR until your data is anonymised:

- the right to be informed
- the right to access your personal data
- the right to request correction of inaccurate data
- the right to request erasure (in certain circumstances)
- the right to restrict processing
- the right to object to processing

Individual's right to withdraw consent at any time

Worcester City Residents Panel - If you no longer wish to be a member you can withdraw your consent at any time by emailing strategy@worcester.gov.uk

Some rights may be limited where the Council is required to process data by law.

Complaints and further information

If you have questions or concerns about how your information is used, please contact the Data Protection Officer:

Email: data.protection@worcester.gov.uk
Phone: 01905 722233
Address: Data Protection Officer
Worcester City Council
The Guildhall
High Street
Worcester
WR1 2EY

If you remain dissatisfied, you have the right to complain to the **Information Commissioner's Office (ICO)**:

Website: <https://www.ico.org.uk>
Phone: 0303 123 1113
Address: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to this notice

We may update this privacy notice from time to time. The latest version will always be available on our website.