

# Privacy notice

Cultural Services

Date: May 2018

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## Version Control

Version	Description of version	Effective Date
1.0		

## Approvals

Approved by	Date
Malcolm Roseburgh	May 2018
Data Protection Officer	May 2018

This Privacy Notice will be kept under regular review to ensure that it is fit for purpose.

## 1.0 Who we are

South Derbyshire District Council is registered as a data controller with the Information Commissioner's Office.

The Council's address is Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.

The Council is committed to protecting your privacy when you use Council services. This privacy notice tells you what to expect when Cultural Services collects personal information. It also explains when and why we collect this information, how we use it, the conditions under which we may disclose it to others, how we keep it secure and what rights you have in relation to the data we hold about you.

## 2.0 How do we collect information from you?

We collect information from you when you fill in any forms on the Council's website [www.south-derbys.gov.uk](http://www.south-derbys.gov.uk) or associated customer portals, when you contact us in writing, speak to us on the phone or face-to-face or when you communicate with us by email or any other type of electronic communication.

## 3.0 What types of information do we collect from you?

You may provide us with or we may obtain personal information about you, such as your:

- personal contact details that allow us to contact you directly such as name, address, email addresses and telephone numbers;
- date of birth
- gender
- records of your interactions with us, such as telephone conversations, emails and other correspondence and your instructions to us;
- any feedback you may provide in a survey;
- records of your attendance at any events delivered by the Council or our partners;
- medical information (when required to do so as part of a health-funded project or where it is required to ensure the appropriate delivery of a service);
- images in video and/or photographic form and voice recordings;
- any payment or bank details you provide so that we can receive payments from you or you can receive payments from us, and details of the financial transactions with you;
- use of and movements through the Council's online portal, passwords, personal identification numbers, IP addresses, user names and other IT system identifying information;
- your marketing preferences, so that we know if and how we should contact you.

## 4.0 How is your information used?

### Allotments

We collect information for the purpose of administering a waiting list for allotments, the leasing and management of plots and to enable the billing of services provided.

**Cemeteries**

Information is collected to enable the delivery of a burial service, the processing of memorial applications, the processing of closed churchyard grant applications, the issuing of required documentation and in the event we need to contact you regarding service provision or to respond to an enquiry made by yourself.

**Chairman**

We collect initial information to establish when you would like the Chairman to attend your event and to find out whether if the Chairman is available. If so, we will contact you to find out further details of the event by asking you to complete an Engagement Form. If the Chairman is not available, then we will contact you to let you know.

Photographs taken at events will be used to celebrate events and promote future activities.

**Environmental Education Project – Rosliston**

We collect information to manage enquiries and bookings for Environmental Education Project activities and keep you informed of other opportunities related to your original enquiry e.g. family events, environmental volunteering opportunities or school visits.

We take photographs of people taking part in activities, usually showing backs of heads and checking at the time that we have permission. Photographs may be used to celebrate events, promote future activities and to demonstrate to funders that we have carried out the activities that they have requested.

**Events**

Information is collected and added to the Council's contacts list for each event and used to contact you back with details/queries to enable the delivery of specific events. This includes requests for copies of public liability insurance, risk assessments, invoicing, contracts, arranging meetings, feedback etc.

We will contact you with all details and arrangements for the logistics and delivery of each event. We may also contact you in regards to future events you may be interested in. Where it is required to do so to ensure the appropriate delivery of a service, you may also be asked to provide medical information.

Photographs taken at events will be used to celebrate events and promote future activities.

**Flooding**

Information is collected and used to enable us to deal with and respond to your enquiry/complaint.

**Land Drainage**

Information is collected and used to enable us to deal with and respond to your enquiry/complaint.

**Parks & Open Spaces (including Parklife)**

Information is collected to enable the provision of the service and/or dealing with and responding to your query/complaint.

Information is also collected to enable the facilitation of bookings/activities on the Council's parks. You may be asked to provide medical information where sessions/activities are being delivered as part of a health-funded project.

**Pitches**

The information collected will be added to the Council's contacts list and used to contact you regarding the availability of football pitches, pitch allocations, match cancellations, invoicing and any relevant matters concerning football pitches and their provision within our parks.

**Rosliston Forestry Centre**

We collect information to manage enquiries and bookings for activities, facilities and equipment hire and parties, cabin bookings and car parking and to keep you informed of other opportunities related to your original enquiry e.g. family events, volunteering opportunities.

We will collect information if you report an accident or require first aid whilst visiting the site. We take photographs of people taking part in activities, usually showing backs of heads and checking at the time that we have permission. Photographs may be used to celebrate events, and to promote future activities or the site.

**Services operated by third parties**

We are responsible for several services operated by third party organisations, for example markets and leisure centres. Please contact these organisations directly for their privacy notices.

Geraud Markets - <http://www.groupegeraud.co.uk/privacy-policy/>

Active Nation – <http://activenation.org.uk/privacy-policy/>

**Trees**

Information is collected and used to enable us to deal with and respond to your enquiry/complaint.

**Town Crier**

We collect initial information to establish when you would like the Town Crier to attend your event and to find out whether the Town Crier is available. If so, we will contact you to find out further details of the event by asking you to complete an Engagement Form. If the Town Crier is not available, we will contact you to let you know.

Photographs taken at events will be used to celebrate events and promote future activities.

**Venues – Midway Community Centre & Swadlincote Town Hall**

Personal information is collected as part of the booking process and will be used to contact you regarding your venue/booking enquiry, to facilitate the billing of services provided and/or when seeking feedback on the service provided.

In all cases we will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

## 5.0 Who has access to your information?

**Allotments**

Information can be accessed by staff within the Cultural Services Team and may be shared with other Council departments and the secretaries of any relevant allotment association/site to enable the allocation of available plots.

**Cemeteries**

Information can be accessed by staff within Cultural Services Team and may be shared with other Council departments, funeral directors, memorial masons, members of the clergy, Parish Councils, industry governing bodies and legal advisory services, but only for the purpose of dealing with and responding to your enquiry.

**Chairman**

Information can be accessed by other staff within the Cultural Services Team and the Chairman only. Your information will only be used in connection with your event.

Photographs showing the Chairman and people at events may be shared within the Council and its partners plus: online, on social media, in printed literature, in reports to partners and in press releases. Individuals are not identified by name, unless, for example, they are tagged by themselves or a friend on social media.

**Environmental Education Project – Rosliston**

Information can be accessed by staff within the Environmental Education Project and Rosliston Forestry Centre teams. Information may be shared with other Council departments or partners such as the National Forest Company if it helps the Council to provide you with the best service available - for example if it is a joint booking or an enquiry that relates to services provided by partners or other Council departments.

Photographs showing people taking part in activities may be shared within the Council and its partners plus: online, on social media, in printed literature, in reports to partners and in press releases. Individuals are not identified by name, unless, for example, they are tagged by themselves or a friend on social media.

**Events**

Information can be accessed by staff within the Cultural Services Team and may be shared with the other Council departments, and where required, other key partners for each event.

Photographs showing people at events may be shared within the Council and its partners plus: online, on social media, in printed literature, in reports to partners and in press releases. Individuals are not identified by name unless, for example, they are tagged by themselves or a friend on social media.

**Flooding**

Information can be accessed by staff within the Cultural Services Team and may be shared with other Council departments, partners and contractors appointed by the Council to facilitate any works undertaken on our behalf.

**Land Drainage**

Information can be accessed by staff within the Cultural Services Team and may be shared with other Council departments, partners and contractors appointed by the Council to facilitate any works undertaken on our behalf.

**Parks & Open Spaces (including Parklife)**

Information can be accessed by staff within the Cultural Services Team and may be shared with other Council departments and contractors appointed by the Council to facilitate any works

undertaken on our behalf. We may also share your information with partners where we deliver sessions either funded by or on their behalf.

Photographs showing people at events may be shared within the Council and its partners plus: online, on social media, in printed literature, in reports to partners and in press releases. Individuals are not identified by name unless, for example, they are tagged by themselves or a friend on social media.

### **Pitches**

Information can be accessed by staff within the Cultural Services Team and may be shared with other Council departments, local football leagues, the Football Association and, where required, other key partners, but only in connection with the provision and use of sports facilities and data collection regarding sports participations.

### **Rosliston Forestry Centre**

Information can be accessed by staff within Rosliston Forestry Centre, the Environmental Education Project and Get Active in the Forest teams. Information may be shared with other Council departments or partners if it helps the Council to provide you with the best service available - for example if it is a joint booking or an enquiry that relates to services provided by partners or other Council departments or for the purposes of dealing with your enquiry.

Photographs showing people doing activities may be shared within the Council and its partners plus: online, on social media, in printed literature and in press releases. Individuals are not identified by name unless, for example, they are tagged by themselves or a friend on social media.

### **Services operated by third parties**

We are responsible for several services operated by third party organisations, for example markets and leisure centres. Please contact these organisations direct for their privacy notices.

Geraud Markets - <http://www.groupegeraud.co.uk/privacy-policy/>

Active Nation – <http://activenation.org.uk/privacy-policy/>

### **Trees**

Information can be accessed by staff within the Cultural Services Team and may be shared with other Council departments and contractors appointed by the Council to facilitate any works undertaken on our behalf.

### **Town Crier**

Information can be accessed by other staff within the Cultural Services Team and the Town Crier only. The Town Crier will contact you about your event to ensure all details are covered before attending. Your information will only be used in connection to this event.

Photographs showing the Town Crier and people at events may be shared within the Council and its partners plus: online, on social media, in printed literature, in reports to partners and in press releases. Individuals are not identified by name unless, for example, they are tagged by themselves or a friend on social media.

### **Venues – Midway Community Centre & Swadlincote Town Hall**

Information can be accessed by staff within the Cultural Services Team and may be shared with

other Council departments, and, where required, other key partners, but only in connection with the provision and use of Council venues and/or service improvements.

## 6.0 Research and statistics

Anonymised and pseudonymised data may be used for research and statistical purposes. Any data collected may be used for research and statistical purposes relevant and compatible with the purpose that the data was collected for.

## 7.0 What are your rights in relation to personal data we process?

**Access:** You can request copies of any of your personal information held by the Council.

**Rectification:** You can ask us to correct any incorrect information.

**Deletion:** You can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep it.

**Portability:** You can ask us to transfer your personal data to different services or to you.

**Right to object or restrict processing:** You have the right to object to how your data is being used and how it is going to be used in the future.

For further information, please visit the [Data Protection Act 2018](#) section of our website.

## 8.0 How long will we keep your information for?

We keep and dispose of all records in line with our record retention schedule. Information about this can be found at <https://www.south-derbys.gov.uk/assets/attach/4952/Document%20Retention%20Schedule.pdf> and will comply with the Data Protection 2018.

**Environmental Education Project:** Basic contact and booking details, for example on school bookings and location of garden trees planted under the Free Tree Scheme, will be retained for the lifetime of the project, unless you ask us to remove or delete it.

## 9.0 What precautions are in place to protect the loss, misuse or alteration of your information?

Your personal data will be stored electronically or in hard copy files as appropriate. The Council uses a variety of different systems to process and store personal data. We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.



## 10.0 Keeping your data up-to-date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

## 11.0 Under 13s

If you are aged 13 or under, please get your parent/guardian's permission whenever you provide us with personal information.

## 12.0 Where can I get advice and more information?

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to information we hold about you. If you have any worries or questions about how your personal information is handled, please contact the Council's Data Protection Officer by emailing [dataprotectionofficer@south-derbys.gov.uk](mailto:dataprotectionofficer@south-derbys.gov.uk) or by telephoning 01283 595795.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk).

Further guidance on the use of personal information can be found at [www.ico.org.uk](http://www.ico.org.uk).