

Privacy notice

Economic Development

Date: May 2018

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Version Control

Version	Description of version	Effective Date
1.0	Economic Development Privacy Notice	July 2018

Approvals

Approved by	Date
Data Protection Officer	July 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.

Our address is Civic Offices, Civic Way, Swadlincote, Derbyshire, DE11 0AH.

The Council is committed to protecting your privacy when you use our services. This privacy notice tells you what to expect when Economic Development 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 our website 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 communicate with us by email or any other type of electronic communication.

3.0 What types of information do we collect from you?

Contact details are collated for service users who are visitors to (or potential visitors to) the area and its attractions.

- Personal data includes: name, address, telephone, email. This data is required for contacting individuals and for monitoring and evaluating agreements in place with Swadlincote Tourist Information Centre, based at Sharpe's Pottery Museum.

Contact details are also collated for service users who are owners/employees of businesses, members of the public thinking of starting a business or representatives of charitable/community organisations.

- Personal data includes: name, position, employer, address (home address if thinking of starting a business or home-based business), telephone, email. This data is required for contacting businesses, confirming eligibility to use the South Derbyshire Business Advice Service and for monitoring and evaluating service agreements in place.
- Characteristics of businesses and notes on current issues and future plans. Data required in order to deliver the South Derbyshire Business Advice Service.

Anonymised information may be used in reporting on and evaluating the effectiveness of the South Derbyshire Business Advice Service (e.g. number of beneficiaries, evaluation feedback).

4.0 How is your information used?

Services are delivered jointly by South Derbyshire District Council and its partners/contractors. Some requests for assistance will be made via the District Council and the details passed to partners/contractors. Conversely, some service users will need to be referred to District Council departments by partners/contractors (e.g. Communities, Planning, Environmental Health).

Selected information may be shared with other organisations in making referrals to support agencies, property agents etc (e.g. Colleges, Universities, Local Enterprise Partnership, Destination Management Organisations and other local authorities).

Data is required for contacting individuals and businesses, confirming their eligibility to use the services and for monitoring and evaluating agreements in place with Swadlincote Tourist Information Centre and the South Derbyshire Business Advice Service.

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?

Employees of the District Council and partners/contractors, plus any agencies that information may need to be shared to effectively deliver services.

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 this.

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 Act 2018.

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, questions or complaints about how your personal information is handled, please contact our Data Protection Officer by emailing 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.

Further guidance on the use of personal information can be found at www.ico.org.uk.