

Councillor Privacy Statement

As an elected Councillor of South Norfolk Council, I am the controller accountable for the processing of personal information in connection with requests received from constituents. This means I need to collect your personal data so that I can process your request for assistance or respond to your enquiry. I will only collect the personal data from you that I need in order to provide you with relevant information, services or support.

Information collected

When you ask for my help and assistance I will need to collect some information from you.

This will generally include personal information such as your name, address and contact information together with details of your problem or concern.

The law treats some types of personal information as 'special' because the information requires more protection due to its sensitivity. This information consists of:

- racial or ethnic origin
- sexuality and sexual life
- religious or philosophical beliefs
- trade union membership
- political opinions
- genetic and bio-metric data
- physical or mental health
- criminal convictions and offences

It will only be necessary to collect this type of information where it is of relevance to the request you are making.

The basis for the processing

The legal bases relied on for processing personal information in relation to responding to requests from constituents is:

- consent of the constituent making the request (or any other relevant persons where this is appropriate)
- necessary in pursuit of my legitimate interests as an elected representative and those of my constituent and it is assessed these interests override any privacy intrusion involved in processing personal data about other individuals
- discharging functions as an elected representative for the purpose of responding to requests from constituents where this is permissible, without explicit consent.

In any event, I will not use your personal data in a way that goes beyond your reasonable expectations in contacting me.

Who I will share your information with

As a Councillor of South Norfolk Council, I may need to pass your personal details, and the circumstances of your query/complaint to the following people or organisations:

- fellow councillors who represent your Ward. In some cases they may have be in a better position to provide assistance with your query.
- Council Officers in order to allow the Council to look into the issue.

I will not pass personal details of constituents who contact me to anyone else unless I am required to do so by law or where this is in connection with a criminal investigation. If the District Council cannot assist you in your query, I will advise you where you may seek further guidance (eg, County Council, other organisations), however I will not pass your details on myself.

I will never sell your data. However, I may share some of your personal information with third parties if required by the law to do so.

How I keep your information safe

Reasonable security measures will be taken to ensure that personal information within my control is protected from accidental loss or alteration, inappropriate access, misuse or theft.

How long I hold your data

I will ordinarily retain your information for four years from the close of your case, however there may be times where your particular issue requires a longer retention period. This is to allow me to build up case history and to return to your records if further matters arise.

Your rights

Under data protection legislation you have the right to request: access to, rectification, erasure, restriction, objection or portability of your personal data. These rights are not absolute and we will tell you if there is an applicable exception. If you are dissatisfied with how I have used your personal information, you can complain to the Information Commissioner's Office at casework@ico.org.uk

Contact details

If you wish to exercise any of your rights including your right to access your personal information, please [write or email me at the address given on this website.](#)