

Privacy notice- Consultation portal

Introduction

Welcome to Wyre Council's (we/our/us) consultation portal which is provided to us by Objective Keystone Ltd.

The portal is one of the ways that people can find out about and give their views on local public services, plans and proposals.

By accessing and using this consultation portal you agree to be legally bound by these terms. If you do not agree to be bound by all of the following terms please do not access, use and/or contribute to the portal.

You can also view Objective Keystone Ltd.'s [privacy policy](#).

Use of this portal

You agree to use the portal for lawful purposes only. You must not submit, download or transmit any material ("user generated content"), or otherwise engage in any conduct that:

- i. Breaches any third party's rights including, without limitation, copyright, patent rights, trade mark rights, performer's rights, rights of confidence
- ii. Is unlawful, offensive or insulting, threatening, abusive, harassing, defamatory or slanderous, deceptive, fraudulent, invasive of another's privacy or tortuous
- iii. Victimises, harasses, degrades or intimidates an individual or group of individuals on the basis of religion, gender, sexual orientation, race, ethnicity, age, marital and parental status or disability
- iv. Encourages conduct that would constitute a criminal offence, or that gives rise to civil liability

We reserve the right to take all reasonable steps to moderate and remove unacceptable content that does not comply with the above limitations. However, we are not responsible for the content, or comments written by other people.

Privacy notice

Lawfulness of processing

Processing your personal data is necessary for the purpose of the performance of a public task in accordance with 6 (1) (e) of the General Data Protection Regulations (GDPR).

Wyre Council (The Data Controller) will only process the data received to meet the objectives of the consultation being completed. The data collected is likely to include, your name, address, age, ethnicity, and physical limitations but may include other questions about your circumstances as is commensurate with the requirements of the survey.

The vast majority of consultation results are reported anonymously. However some statutory consultations (for example, planning) require us to publish the names of people providing comments. When we are legally required to do that, it will be stated in the consultation form at the point we ask for your information.

The council and its partners are committed to respecting the privacy of private, home and family life of all customers, residents and e-consultation respondents. There may be exceptional circumstances where an e-consultation results in the receipt of information that alleges, or provides evidence of, circumstances or events that require urgent action (examples of these exceptional circumstances would include the receipt of information that provided evidence of criminal activity or perhaps allegations of serious potential or actual risk or harm to identifiable individuals). We do not expect these to be frequent occurrences, but must reserve the right to act on legitimate concerns that may be raised even if these might appear unconnected or incompatible with the purposes of the consultation exercise.

We reserve the right to reject comments which are inappropriate, offensive or rude. Unless it is stated that consultees can make more than one response to a survey, we reserve the right to reject duplicated responses.

Sharing your data

Once your information is received the council will ensure that all personal data provided in connection with the use of the consultation portal is stored securely and confidentially in accordance with the requirements of the GDPR.

Personal data will not be given to any external third parties without the explicit consent of the consultee.

Your name and contact details may be shared with our Volunteers Coordinator if you have opted in to be included on the council's volunteers database. You can withdraw this consent at any time by contacting the [Volunteer Coordinator](#)

As part of the consultation, we may also ask for you consent to contact you in the future regarding the council's e-newsletter or information regarding theatres and events. By opting in to this you acknowledge that the information you provide will be transferred to MailChimp, our marketing automation platform, for processing in accordance with their [privacy policy](#) and [terms](#). Some of the information you provide to us may be transferred outside the European economic area to countries such as the US. This is a transfer to a "third country" and we will ensure the appropriate contractual provisions are in place to ensure that there are strict rules regarding both the confidentiality and security of your information.

The council may also work with suppliers and partners who make use of cloud and/or hosted technologies. We will endeavour to undertake data security due diligence on our partners and ensure that these partners conform to appropriate accreditations.

Data Retention

Unless specified otherwise in the consultation, in accordance with the council's information asset register, respondent's records and comments will be retained for a maximum period of seven years after which the records and comments will be deleted.

Your rights

You have the right to request access to the information that we hold about you. To make a request for this information, please contact our [Information Governance Manager](#)

In addition to the above, you may also have the right to:

- in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means; and
- data portability

If you wish to execute any of these other rights, or have any questions about how we handle your personal data, please contact the council's Data Protection Officer:

Joanne Billington
Data Protection Officer Wyre Council
Civic Centre Breck Road Poulton-Le-Fylde FY6 7PU

Tel: 01253 887372

Alternatively, you may also contact the [Information Commissioner](#) if you are unhappy with how we are handling your personal data.

Freedom of information / environmental information regulations

Before using this portal you should be aware that Wyre Council is subject to the requirements of the Freedom of Information Act 2000 and Environmental Information Regulations 2004. This means that we may need to disclose information from the portal, subject to the application of exemptions or exceptions. Neither we nor our partners will be liable for any loss or damage arising from or in connection with the disclosure of any information required by law including the disclosure of user generated content.

Our liability to you

The views expressed on the portal do not necessarily reflect organisational policies and the council is not responsible for any content posted on the portal by any third party.

The council is committed to providing high quality information, and every attempt has been made to present accurate and up to date information. However, we offer no warranty as to the accuracy of the information on this portal, and shall not be liable for any loss which is not reasonably foreseeable by the council, nor for any loss, damage or inconvenience caused by your use of the information.