



## **Privacy Notice**

### **Consultation into service improvement for Library/CAP service**

#### **Consultation Privacy Notice**

This notice provides details of what information we collect from you, what we do with it and who it might be shared with.

#### **Data Controller**

The Data Controller of the information being collected is Clackmannanshire Council, Kilncraigs, Greenside Street, Alloa, FK10 1EB

#### **Data Protection Officer**

The Data Protection Officer can be contacted at Kilncraigs, Greenside Street, Alloa FK10 1EB, email: [dpo@clacks.gov.uk](mailto:dpo@clacks.gov.uk).

#### **Purpose**

Your information is being collected to use for the following purposes:

- To provide you with your response to our survey and to contact you with future information regarding the service provision.

#### **Legal Basis**

The legal basis for collecting the information is:

- Consent
- Public Task

#### **Information sharing**

Your personal information will not be shared other than in preparation of the final consultation report. Your comments may be provided in full, but your name will not be published.

As well as being published on Clackmannanshire Council's website, the final consultation report will be made available to:

- Clackmannanshire Elected Members
- Library / CAP Service

#### **Where the information is held**

Your information will be transferred to and stored in the following countries and the following safeguards are in place:

All data is held within the European Economic Area. Both Clackmannanshire Council and Delib Ltd (Citizen Space) have in place and maintain technical and organisational security measures to protect your information from unauthorised access or damage to, or disclosure of, your information.

### **Retention**

The retention period for the data is a maximum of 3 years.

### **Automated decision making**

The following automated decision-making, including profiling, will be undertaken:

- Not Applicable

### **Data Subject rights**

Please note that you have the following rights:

- to withdraw consent at any time, where the legal basis specified above is consent;
- to lodge a complaint with the Information Commissioner's Office;
- to request access to your personal data;
- to data portability, where the legal basis specified above is i) consent or ii) performance of a contract to request rectification or erasure of your personal data, as so far as the legislation permits.

If you wish to exercise any of your rights, please contact the Data Protection Officer.

### **Right to complain**

If you are unhappy with the way the Council have processed your personal data, you have the right to complain. Any complaints regarding your data should be addressed to the Data Protection Officer. If the matter is not resolved, you can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow, Cheshire

SK9 5AF

0303 123 1113 (local rate) or 01625 545 745 or visit the website:

[www.ico.gov.uk](http://www.ico.gov.uk)