

Privacy Notice – South Kesteven District Council

About us

South Kesteven District Council (SKDC) is the ‘controller’ of the personal data that we collect about you. We process and hold your personal data in order to provide public services to the district.

Why do we collect your personal information?

SKDC holds a wide variety of personal data which is used to deliver public services. We will process your personal data for the following purposes:

- For the service you have requested, and to monitor and improve our performance in responding to your request.
- To allow us to be able to communicate and provide services and benefits appropriate to your needs.
- To ensure that we meet our legal obligations and to exercise our statutory powers in the public interest.
- Where necessary, for law enforcement functions.
- Where necessary, to protect individuals from harm or injury.
- To allow the statistical analysis of data so we can plan the provision of services.

We will only collect personal data that we need in order to deliver services to you, and as far as is reasonable and practicable, we will ensure that personal data is accurate and kept up to date.

What personal data do we collect?

We will collect personal data about you to help us deliver the right service. This data may include:

- Name, address and other contact details;
- Financial details;
- Family details;
- Employment and education information;
- Lifestyle and social circumstances;

We may also process other special categories of personal data, including:

- Physical or mental health needs;
- Racial or ethnic origin;
- Sexual orientation;

- Trade union membership;
- Political affiliation or political opinions;
- Details of criminal convictions;
- Civil or criminal proceedings, and associated sentences
- Religious or other similar beliefs.

How do we collect your personal data?

Personal data can be collected in many different ways, including in face to face meetings, over the telephone, via email or from enquiries submitted via our website.

Who do we collect your personal data from?

Personal data is collected in a number of different ways:

- Taken directly from you when you access one of our services
- Provided by other members of the public,
- Provided to us by another professional organisation involved in the delivery or provision of a service
- Provided by another professional organisation to allow the research and intelligence necessary to perform our statutory functions.

Professional organisations may include other public sector bodies, such as health care providers or the Police Service. Where necessary, we will share your personal data with the organisations that deliver services on behalf of the Council. We will only share your personal data where it is necessary to, and in accordance with the law.

Where necessary we may share your personal data with the following categories of recipients:

- Healthcare, social and welfare organisations and professionals
- Providers of goods and services
- Financial organisations, including debt collection, tracing and credit referencing agencies
- Elected Members
- Local and central government
- Ombudsman and regulatory authorities
- Professional advisors and consultants
- Police forces, other law enforcement and prosecuting authorities
- Voluntary and charitable organisations
- Disclosure and Barring Service
- Courts and Tribunals
- Utilities providers

How long do we keep your personal data for?

We are required to retain your personal data only for as long as is necessary, after which it will be securely destroyed in line with SKDCs retention schedule, or the specific requirements of the organisation who has shared personal data with us.

Retention periods can vary and will depend on various criteria including the purpose of processing, regulatory and legal requirements, and internal organisational need.

How do we keep your personal data safe?

We have an information security framework in place which ensures that appropriate technical and organisational measures are in place to help keep your personal data secure and to reduce the risk of loss and theft.

Access to personal data is strictly controlled based on the role and function of all staff.

All staff are required to undertake regular data protection training and must comply with a variety of policies designed to keep your information secure.

Your rights

You have a number of rights which relate to your personal data.

You are entitled to request access to any personal data we hold about you, and to ask for a copy of it.

You also have the right to request we correct any inaccurate data held should this be identified to us.

You can also request that we erase your personal data, or that we stop processing all or some of it. This is not always possible, and any request would be considered individually.

We are obliged to consider and respond to any such request within one calendar month.

Further information

If you wish to make a request regarding any of the above, or if you have a complaint about how we have handled your personal data, contact the Data Protection officer by emailing dpa@southkesteven.gov.uk

Alternatively, you can write to us at Data Protection Officer, The Council Offices, St Peters Hill, Grantham, Lincolnshire, NG31 6PZ. Our telephone number is 01476 406080

Further information about data protection can be obtained from the [Information Commissioner's Office](#).