



## **Privacy notice for public consultations and surveys**

### **Personal information we collect**

Providing information about the services you receive helps us improve provision to meet the needs of children, young people and families.

You do not have to engage with us or reply to a consultation or survey, but doing so will help us to improve what we do. In the course of collecting information through consultations and surveys, Achieving for Children may ask for the following personal information (this list is not exhaustive):

- Your name
- Your gender
- Equalities data: race, ethnicity, religion, sexuality, marital status, pregnancy/maternity, disability
- Nationality
- If you are a carer
- Address
- Social media accounts (Facebook, Instagram, Twitter, LinkedIn etc)
- Contact details such as an email address or telephone number

No personal or sensitive information which can identify you or someone else, such as your name or address, will be made public by Achieving for Children. We will follow our data protection policies to keep your information secure and confidential.

### **How we use your personal information**

Any information you provide will be held and used in accordance with the Data Protection Act 2018 for the purposes set out in the introduction of the consultation or survey. We will use your personal information to inform you of the outcome of the consultation if you have requested updates. We may also publish the results of this survey or consultation, anonymised or with personal information removed, on our website, and findings may form part of other written reports which are publicly available.

## **How long your personal data will be kept**

We will hold your personal information for up to six years following the closure of a consultation or survey.

## **What is the legal basis for processing your personal data?**

When we collect and use your personal information for the purposes of consultation and engagement, we do so as part of our public duties as a social enterprise company delivering children's services in the boroughs of Kingston, Richmond and Windsor and Maidenhead in order to consult with our local population with a view to improving services. The legislation, policies and guidance that allow us to do this includes, but is not limited to:

- General Data Protection Legislation Article 6 part e
- General Data Protection Legislation Article 9 part j
- Equality Act 2005 and 2010

## **Who we share your personal information with**

We may share your personal data and survey responses with the parties listed below:

- relevant employees of Achieving for Children, including those who are analysing consultation responses
- working groups supporting the design of services with Achieving for Children, which could be made up of parents, young people or other interested parties
- relevant employees and councillors of the Royal Borough of Kingston, London Borough of Richmond or the Royal Borough of Windsor and Maidenhead
- partner agencies or commissioned providers, including schools, health providers, police and the voluntary and community sector; and
- law enforcement or other authorities if required by applicable law

## **Keeping your personal information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

## **Your rights**

Under data protection legislation you have the right to request access to the information that we hold about you. To request a copy of your data or ask questions about how it is used, please read the [Subject Access Requests](#) page on this website and then submit your request using your preferred method of contact.

In certain circumstances, under data protection legislation, you may also have the right to:

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

## **Who can I complain to if I am unhappy about how my data is used?**

You can complain directly to our Data Protection Officer at [dpo@achievingforchildren.org.uk](mailto:dpo@achievingforchildren.org.uk) or write to: Data Protection Officer, 42 York Street, Twickenham TW1 3BW.

You also have the right to complain to the Information Commissioner's Office:

[Information Commissioner website](#)

By post: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Phone: 08456 30 60 60 or 01625 54 57 45