

PRIVACY NOTICE

Council Service: Domestic Abuse (Feedback Survey)

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide.

We collect and hold information you share through this feedback form to understand your experiences and improve the services we deliver to people affected by domestic abuse in Halton.

What legal basis allows you to use my information?

Your information is processed under the following lawful bases:

- **Data Protection Act 2018 Article 6: Consent** - where you choose to provide your name and/or contact details so that we may contact you about your feedback.
- **Data Protection Act 2018 Article 6: Public Task** - where we process anonymous feedback to monitor and improve council services in the public interest.

If any information shared includes sensitive or special category data (for example, details about your experience of domestic abuse), this may be processed under **Article 9** – reasons of substantial public interest, in accordance with Schedule 1, Part 2 of the Data Protection Act 2018 (safeguarding of individuals at risk).

Do I have to provide this information and what will happen if I don't?

You do not have to provide any personal details such as your name or email address.

If you choose not to, your feedback will remain anonymous and will still be used to help us improve our services.

If you do choose to provide contact details, we may use them only to follow up on your feedback or to respond to any request for contact.

Who will my information be shared with?

Your information will only be seen by authorised staff within Halton Borough Council who are responsible for domestic abuse services and service improvement.

This includes:

- The **Domestic Abuse Service team**,
- The **Council's Research Team**, who analyse feedback to identify trends and areas for improvement, and

It will not be shared outside the Council, unless there is a legal obligation or safeguarding concern that requires us to do so to protect you or someone else from harm.

No personal data will be shared with third-party organisations or used for marketing purposes.

How long will you keep this information for and why?

We will not keep your information longer than it is needed and in line with the Council's Record Retention Policy and Schedule.

Personal data if you choose to provide it for the purpose of contacting you will be removed once contact has been made.

How will my information be stored?

The information will be stored on the Council's secure servers.

The information you are entering online will be held / processed hosted on a web platform <https://www.snapsurveys.com>

Snap is based in the UK and the data is held on UK Servers. This software has been fully approved by our IT dept/ Information Governance.

For further information on snap surveys please visit <https://www.snapsurveys.com/gdpr/gdpr-snap-xmp>

Will this information be used to take automated decisions about me?

No. Your information will not be used to make automated decisions or profiling.

Will my data be transferred abroad and why?

No. Your data will not be transferred outside the United Kingdom.

What rights do I have when it comes to my data?

You have the following rights under data protection law:

- **Right to be informed** through this Privacy Notice.
- **Right of access** to request a copy of the data we hold about you.
- **Right to rectification** to have inaccurate or incomplete data corrected.
- **Right to erasure** to request your personal data be deleted (not applicable where data must be kept for legal reasons).
- **Right to restrict processing** to request limited use of your data.
- **Right to data portability** to obtain and reuse your data in certain circumstances.
- **Right to object** to certain types of processing.
- **Rights related to automated decision-making** not applicable here.

To exercise these rights or make a Subject Access Request, please visit <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send the completed form to:

Information Governance Service

Halton Borough Council, PO Box 317, Runcorn, WA7 9BZ

Email: informationgovernanceservice@halton.gov.uk

Source of data

All information is obtained directly from you when you complete the Domestic Abuse Feedback Survey.

Consent Section

You can withdraw your consent for us to hold your contact details at any time by emailing: idva@halton.gov.uk (or the relevant service contact listed below).

If you withdraw consent, we will delete your contact details, but any anonymous comments already used for monitoring or improvement will remain in aggregated, non-identifiable form.

Service Contacts

For questions about this feedback form or how your data is used, please contact:

Domestic Abuse Service
Halton Borough Council
Email: idva@halton.gov.uk

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

You can complain directly to the Council's Data Protection Officer:

Data Protection Officer
Halton Borough Council, PO Box 317, Runcorn, WA7 9BZ
Email: informationgovernanceservice@halton.gov.uk

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

The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Telephone: 0303 123 1113
Website: www.ico.org.uk