

London Borough of Camden's Strategy and Design Team Privacy Notice – How we use your data

The kind of information we collect

We will ask you for your name, gender, age, email and phone number, and your first language (Personal Data) as well as some of your personal circumstances (relating to the service are we're asking you about), and health information (Special Category Data). We won't directly ask for other personal data, but you can tell us things that you think are important to your story. If you do, we'll write it down, so we don't forget what you said.

Why we are collecting your information

We will collect some of your Personal Data (name, gender, age, email, phone number) so we can contact you. We will collect other Personal Data (for example first language) so we can deliver the service properly, and help shape council policy and processes We will collect some Special Category Data (personal circumstances, and health information) to help us choose who to speak with and ensure that we are reaching a diverse group of people.

The legal basis for using your information

The legal basis for personal data is UK GDPR Article 6(1)(e) Public task), and for special category (sensitive) data the legal basis is UK GDPR Article 9(2)(g) Substantial public interest with the Data Protection Act 2018 Schedule 1 part 2 condition being para 6 Statutory and government purposes; and 9(2) (j) Archiving, research and statistics with the Data Protection Act 2018 Schedule 1 part 1 condition being para 4 research.

For recontacting you about taking part in other research projects we will use your name and contact details and the legal basis will be art 6(1)(a) consent.

How the council will share your information

The council will share your information with one external researcher who is working as part of the research team for the duration of the research project. We will not transfer your information outside of the EU/EEA. The information you share with us will be used for this research. and in some circumstances may be used to inform other service improvement projects. In these instances we will not take what you told us out of context and we will ensure that the original project in which you shared your thoughts is referenced. As with the original research, any quotes or stories will be pseudonymised. In some areas we do general matching and sharing of data to prevent or detect crime. You can find more information about this on www.camden.gov.uk/privacy.

How long we will keep your information

We will keep the information you share with us for 2 year. After this we will delete your information from our records. If you consent to be recontacted for other research projects, then we will continue to hold your personal information for up to 5 years.

Your rights to your information

You have the right to request a copy of the information we hold about you, the right to ask us to rectify, erase or restrict processing of your data, the right to ask for data portability, the right to object to automated decision making, and if we are relying on consent (which we are not except for recontacting you) the right to withdraw consent at any time. There are some exemptions to these rights. Please see our website [Your rights - Camden Council](#) and the ICO website [Individual rights | ICO](#) for more information. To exercise these rights please use our web form [Your rights - Camden Council](#).

Your rights to make a complaint

If you're unhappy with how the Council has handled your personal information, you can complain to the Information Commissioner's Office. It would be helpful if you first tried contacting dpa@camden.gov.uk to see if the problem can be resolved. If not, you can reach the ICO by phone at 0303 123 1113, via [live chat](#) or on their [website](#).

The name and contact details of the data controller:

London Borough of Camden, Judd Street, WC1H 9JE, London, 020 7974 4444

The name and contact details of the Data Protection Officer:
Andrew Maughan, Borough Solicitor, dpo@camden.gov.uk