

## Privacy Notice for online service requests (Granicus)



### Nottingham City Council Information Compliance

**Service Area: Customer Service**  
**Directorate: Finance and Resources**  
**PN- 134**

**04/2021**

---

The Digital Team are part of Nottingham City Council, who are the data controllers for the personal data that we process about you. When we process personal data relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Helping to process your service requests for example or reporting issues in the neighbour hold for bulky waste collections through our on line forms using a system called Granicus

When we process your personal data, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

#### Lawful basis for processing

The basis under which the Council uses personal data for this purpose is that this is necessary for the performance of a task carried out in the public interest by the Council.

The information provided by you may include the following special categories of personal data:

- Race or Ethnic origin
- Religious beliefs
- Physical or mental health
- Sex life or sexual orientation

Information in these categories is used by the Council on the basis that such use is necessary for reasons of substantial public interest and in accordance with the provisions of the UK General Data Protection Regulation and the Data Protection Act 2018.

The information provided by you may also include criminal data including information in relation to disclosure and barring certificates and criminal convictions. The basis on which this information is processed is for statutory reasons of substantial public interest.

#### Do you need to provide the information?

You are obliged by statute to provide some of the information that is specified here but some information for forms will be voluntary.

#### How long will NCC retain the data for?

The information that you have provided will be kept for different periods depending on the subject matter your request relates to. For more information about how long we keep your information please see our retention schedule [here](#)

If you would like your customer account to be deleted along with the personal data contained in your account please make a request to the Information Compliance team.

#### Can the information be used for any other purpose?

The information provided by you may also be used for the purpose of any other function carried out by the Council. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

The General Data Protection Regulation provides for the following rights as prescribed by the legislation:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data known as ‘the right to be forgotten’
- A right to in certain circumstances to request restriction of processing
- A right in certain circumstances to request portability of your data to another provider
- A right to object to processing of data in certain circumstances
- A right regarding automated decision making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

#### Data Protection Officer

The Data Protection Officer is Naomi Matthews. You can contact the data protection officer at:

Loxley House,  
Station Street,  
Nottingham,  
NG2 3NG

or at [data.protectionofficer@nottinghamcity.gov.uk](mailto:data.protectionofficer@nottinghamcity.gov.uk) .

#### Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at [www.ico.org.uk](http://www.ico.org.uk). You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,  
Water Lane  
Wilmslow,  
Cheshire  
SK95AF

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

#### Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .