

Exeter City Council Website Privacy Notice

Who we are

Exeter City Council is the data controller for your personal data collected through our website (www.exeter.gov.uk). If you have any questions about how we use your information, please contact our Data Protection Officer:

- Civic Centre, Exeter, EX1 1JN
- Email: data.protection@exeter.gov.uk
- Telephone: 01392 265257

What we collect, why, and how it is used

We may collect the following personal information:

- Contact details (e.g. name, email address, phone number) to enable communication with you
- Information you submitted via web forms (e.g. service requests, feedback, applications)
- Your IP address and browsing behaviour (using cookies and analytics tools)

We use your information to:

- Provide you with services and respond to enquiries
- Improve website functionality and user experience
- To meet our legal and regulatory obligations

Legal basis for processing We process your personal data under UK GDPR:

- With your consent (Article 6(1)(a))
- To comply with legal obligations (Article 6(1)(c))
- To carry out tasks in the public interest or official authority (Article 6(1)(e))
- For special category data, with your explicit consent (Article 9(2)(a)) or if you have made the data public (Article 9(2)(e))

Who we may share your information with

We may share personal data with

- Other departments within Exeter City Council
- Approved third-party service providers acting on our behalf
- Government agencies where required by law

We will not provide personal data to anyone else or use the data about you for any other purpose unless the law allows or requires us to do so. Your personal data may

be converted ('anonymised') into statistical or aggregated data in such a way that ensures you cannot be identified from it.

How long the information is kept for

We will only keep your information for as long as is necessary and then it will be securely and confidentially destroyed.

For details, see: <https://exeter.gov.uk/council-and-democracy/council-information/data-protection/retention-policy/>

Security of your information

We use appropriate security measures to protect your personal data from loss, misuse, or unauthorised access. Only staff who need your information to do their job can access it, and they are required to keep it confidential.

Transfers outside the UK/EEA

Your personal data will not be transferred outside the UK or European Economic Area unless required, and if so, we will ensure appropriate safeguards are in place.

Automated decision-making and profiling

We do not use your personal data for automated decision-making or profiling through our website.

Consequences of not providing your data

If you do not provide the information we need, we may not be able to offer you certain services or respond to your requests.

Your rights

You have certain rights under UK data protection law, including:

- The right to be informed
- The right of access to your personal data (also known as a Subject Access Request or SAR)
- The right to withdraw consent
- The right of rectification (to have any inaccuracies corrected)
- The right of erasure (to have your records deleted)
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision-making and profiling

Complaints

If you have any concerns about how your personal information is handled, you can contact the Data Protection Officer at data.protection@exeter.gov.uk. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- Website:
- Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Telephone: 0303 123 1113