

Who we are

Exeter City Council is the data controller for the purposes of the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

Our main address is Civic Centre, Paris Street, Exeter, Devon, EX1 1JN.

Data Protection Officer, contact: data.protection@exeter.gov.uk

Purpose of this notice

This privacy notice explains how we collect and use personal data in connection with our MyExeter service. It should be read alongside our Exeter City Council corporate Privacy Notice.

What data we collect and use?

We may collect the following information when you use MyExeter in relation to one of the services Exeter City Council provides.

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Gender
- Marital status
- Employment status
- Race or ethnic origin (special category data)
- Religious or other beliefs of a similar nature (special category data)
- Account numbers (e.g., council tax, housing benefit, rent account) We may ask you to confirm account numbers you hold with us (council tax, housing benefit or rent account).

Consequences of not providing data:

If you do not provide required personal data, we may be unable to deliver certain services or respond to your requests.

How do we use your personal information?

We use your information for one or more of the following reasons:

A. To provide frontline functions on behalf of several council services, passing the data to relevant teams, via their own processing systems.

B. Citizen Engagement. We may use MyExeter contact details to engage with citizens to improve our services.

C. Service Analysis. Transaction details are recorded on a Customer Relationship Management system for quality control purposes and to deliver a more joined-up service.

What is the legal basis for our use of your personal information?

Most public services we provide are required by law; the relevant legislation is our legal basis for collecting and using your personal data.

For personal data, our legal basis is covered under UK GDPR Article 6.

For special category data (e.g., race, religion): Processing is carried out under UK GDPR Article 9(2)(g) – substantial public interest, and as required by law.

Automated decision-making and profiling

We do not use automated decision-making or profiling in relation to MyExeter data.

Who else might we share your personal information with?

We may share your information with relevant council teams or external partners, but only where we have a valid legal basis and only the minimum necessary information.

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and with appropriate safeguards in place ~~to protect the data~~.

How long we will keep your personal information?

We will hold this information for as long as it is needed, or as required to do so by law.

- Online service information is held in the Customer Relationship Management system and retention will be determined by the processing team. Further information relating to this can found on the privacy notice for each service.
- Service Analysis Details are held whilst the user remains an active case. If there has been 24 months of inactivity, accounts are reviewed, disabled and archived.

Your rights as a data subject

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request erasure of your data
- Restrict or object to processing
- Data portability (where applicable)
- Withdraw consent (where consent is the basis for processing)

To exercise your rights, ask questions, or complain, contact us at data.protection@exeter.gov.uk or write to our Data Protection Officer at the address above.

If you believe we have handled your information inappropriately, you have the right to complain to the Information Commissioner's Office (ICO):

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>