

PRIVACY NOTICE FOR Recycle for Greater Manchester Campaign Feedback

Data controller:	Greater Manchester Combined Authority, Churchgate House, 56 Oxford Street, Manchester M1 6EU
ICO registration reference:	Z5119967
Customer enquiries contact details:	officeofdpo@greatermanchester-ca.gov.uk
Data Protection Officer:	Phillipa Nazari

1. Who we are

The Greater Manchester Combined Authority (GMCA) is made up of the ten Greater Manchester councils and the Mayor of Greater Manchester. We work with other local services, businesses, communities and other partners to improve the city-region.

2. Summary of the survey

The survey aims to gather feedback about the Recycle for Greater Manchester campaigns that were carried out in Bolton, Manchester, Oldham, Salford and Tameside. The purpose of this is to review recall and communications materials. This feedback to assist with the planning of future recycling campaigns.

3. What information we will collect from you (the purpose and legal basis for processing information)

The GMCA is undertaking a survey about R4GM campaign feedback and needs to collect and store information about the people responding in order to ensure we hear from a representative selection of Greater Manchester communities, and to ensure any policy decisions or interventions are based on the needs of different communities.

We will collect the following information:

- The local authority area you live in
- Your age bracket
- Your ethnicity
- Your gender identity

4. How we ensure the security of your data

GMCA is committed to the security of the information we collect and we use reasonable measures to prevent unauthorised access to that information. We are required to demonstrate that our solutions meet the required levels of personal, procedural, policy, data and technical security. The standards in ISO27001:2013 are applied as a benchmark. We are also certified under the Cyber Essentials (basic) Scheme. We will only process personal information for the purposes it has been collected or subsequently authorised.

We will be using software called Citizen Space provided by Delib. They have provided evidence that they are certified under the Cyber Essentials Scheme.

If we believe your information has been breached we will inform you, fully investigate the breach and take appropriate action. This action may include the involvement of law enforcement and the Information Commissioners' Office.

5. Information retention

GMCA will keep your information for six years from the point at which you complete the survey.

6. Transferring data

GMCA collects the minimum amount of information during surveys and does not routinely transfer this information to other systems or organisations. Data can be disclosed without consent, where, for example, it is required for the prevention or detection of crime.

7. What rights do individuals have?

GMCA must comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Individuals have specific rights, and you can find out more from the Information Commissioners office at ico.org.uk.

8. Can I see my records, change them, or stop GMCA keeping my information?

You have the right to request access to the information that we have collected about you. This might be if you want to change or delete it. You also have the right to request a copy of the data we have collected.

If you would like to make a request to access the data we have collected about you in this survey, please email officeofdpo@greatermanchester-ca.gov.uk.

As we do not collect any personal information that will identify you, such as your name, you will need to help us by confirming exactly when you completed the survey, and the IP address of the device you used. We may also need you to tell us other information that you provided in the survey to help identify your data in our files. You may be asked to provide photo ID before we release your information.

9. How can I make a complaint?

If you are not satisfied with how the GMCA is using the information we hold about you please contact our Data Protection Officer by emailing officeofdpo@greatermanchester-ca.gov.uk.

If you are still not satisfied with the GMCA's response to any request to exercise your individual rights or if you believe that the GMCA is not processing your personal data in accordance with the law, you can contact the Information Commissioners' Office: www.gov.uk/data-protection/make-a-complaint.