

Privacy Notice for Greater Manchester Hate Crime Survey (October, 2019)

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, Greater Manchester Combined Authority

1. Who we are

The Greater Manchester Combined Authority (GMCA) is made up of the ten Greater Manchester councils, the Greater Manchester Fire and Rescue Service, 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

Greater Manchester is a place where everyone should feel safe to be themselves. No one should face violence, abuse or hatred just because of who they are, who they love, where they're from, what they look like or what they believe. Hate incidents and hate crime will not be tolerated in Greater Manchester.

There is a lot of great work taking place to tackle hate crime in each area of Greater Manchester but we think we can be more effective if we work together. So, we are creating the Greater Manchester Hate Crime Plan to help prevent and tackle hate crime.

We have worked with many people and organisations involved in tackling hate crime to develop a set of priorities for the Greater Manchester Hate Crime Plan. Now, we want to know what you think so we can develop them further.

If you've been a victim or witness of hate, we also want to hear about your experiences, whether you reported it or not. Sharing your experiences and suggestions will help us to get a better understanding of what is working and what can be improved.

The results will be analysed by GMCA and published in an anonymised report to help inform the Greater Manchester Hate Crime Plan. Processes are in place to ensure that no personal information is published that could identify an individual.

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

The survey will ask you some questions about the priorities for public sector organisations in tackling hate crime in Greater Manchester. We are also keen to know whether you have heard of the annual Hate Crime Awareness Week in Greater Manchester and want to know your views on what the week should focus on.

If you have been a victim of hate crime, the survey will ask you some questions about your experiences, but you will not be asked to describe it in detail. We will ask you some questions about how satisfied you were with your experience, and how your experience could have been improved.

We will collect the following information 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:

- The local authority area you live in
- Your age bracket
- Your ethnicity
- Your religion
- Your gender identity
- Whether you identify as trans/transgender
- Your sexuality
- Whether you have a disability

We are asking for this as we want to make sure we hear from Greater Manchester's diverse communities, and also to ensure any policy decisions or interventions are based on the needs of different communities.

As the GMCA has legal responsibilities for the wellbeing of Greater Manchester residents, the legal basis for undertaking this survey and using the survey data will be:

- Article 6 1(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

And for the more sensitive data:

- Article 9 2(g) processing is necessary for reasons of substantial public interest

4. How we ensure the security of your data

The 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. We will only process personal information for the purposes it has been collected or subsequently authorised.

This survey is hosted on software called Citizen Space, which is provided by Delib. The security measures, firewall, access control and administration privileges for the Delib service

have been reviewed and accepted by the GMCA. We also have a contract in place with Delib, which states the services they must provide.

The data from this survey will not be transferred to any other third party for processing.

5. Information retention

The GMCA will keep your information for three years from the point at which the survey closes. We may keep your information in an anonymised format after this time for statistical purposes and in these cases, all personal information will be removed.

6. Transferring data

All data collected as part of this survey will remain in UK.

7. Data sharing

The information collected as part of this survey will only be used by the GMCA for the purposes explained above.

8. What rights do individuals have?

The GMCA must comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

Under data protection law, your rights include:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

Email: officeofdpo@greatermanchester-ca.gov.uk

Post: Office of the DPO GMCA, Churchgate House, 56 Oxford Street, Manchester, M1 6EU

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:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113