

Privacy Notice for Listening Exercise: Experiences of victims and witnesses of crime in Greater Manchester (August 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

The GMCA published The ‘Standing Together’ Police and Crime Plan in 2018. To support delivery of the Plan, a review of victims’ services is underway to improve the experience of victims and witnesses of crime. This piece of work aims to identify where to prioritise services and funding, as well as to evaluate any gaps in service provision.

It is recognised that a variety of people will need to be included in the review to ensure it is based on a diverse range of evidence and experiences. We are committed to ensuring the voices of victims and witness are heard, to further understand and learn from their experiences, as well as to ensure that services are designed with victims and witnesses.

As part of the review, this survey is being launched to allow people to inform the process and provide examples of their experiences of the criminal justice system in Greater Manchester, as well as their experiences of the support received. This survey will complement a number of broader pieces of engagement that we are completing with our partners, stakeholders and commissioned services to ensure that we have a rounded understanding of the needs of victims and witnesses across Greater Manchester.

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

The survey will ask you some questions about your experiences of being a victim or witness in Greater Manchester. This will include some basic details about the crime, but you will not be asked to describe it in detail. We are particularly keen to hear about your experience of the police and wider justice system (if you reported the crime to the police), and the

support that you may have received from a variety of agencies, as well as family and/or friends. We are also keen to hear from people who did not report the crime that they experienced to the police and the reasons behind this.

We will ask you some questions about how satisfied you were with your experience, and how your experience could have been improved.

At the end of the survey you will be asked if you are interested in being involved in further work to inform our review of the services that victims and witnesses of crime receive. If you are interested, you will be asked for your name and a telephone number and/or email address to contact you. This is completely voluntary, and providing your details at this stage does not obligate you to take part in any future work.

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

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 the information you provide 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.

If you chose to you provide us with your name and a telephone number and/or email address to contact you about participating in further research (focus groups or interviews),

we will only keep these details until the research has been completed. This will be by the end of February 2020.

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