

## **Fair Processing Notice - Contact Relationship Management System**

### **Identity and contact details of the controller and where applicable, the controller's representative and the data protection officer**

The Liverpool City Region Combined Authority ('the CA') is the 'controller' for your personal information. This means that we decide the purpose and means of how your data is used. If you have any questions about how your information is being used, you can contact the CA's Data Protection Officer at

DPO@liverpoolcityregion-ca.gov.uk  
0151 330 1679  
1 Mann Island, Liverpool, L69 3HN

### **Purpose of the processing and the legal basis for the processing**

Your information is being used by the CA to ensure we are speaking to a good cross section of residents and stakeholders throughout the Liverpool City Region and to create strong evidence bases to inform decision making around policy development and service delivery. We are able to do this with your consent.

### **Description of the categories of personal data & sensitive data**

The CA may capture several different categories of information that is relevant to the subject area under review. Examples of information asked for may include your gender, age, ethnic background, sexual orientation, disability status, working status and local authority area. Businesses and organisations may be asked for example, to provide number of staff, locations, sector classification, length of time trading.

You may also be asked for contact details including name, address, postcode, contact email address and telephone number. We will only contact you regarding matters where you have provided consent and have supplied a means for contacting you.

At the end of the CA engagement, research or evaluation, you may be offered the opportunity to sign up to the CA's Contact Management system. Any contact would be to provide you with information and or opportunities to get involved in the work of the CA. If you agree to sign up to the system along with the contact details provided, we will also add any demographic data shared already in the engagement, research, or evaluation, such as disability status, age and gender, working status, and local authority area.

### **Any recipient or categories of recipients of the personal data**

Your information will be shared with the host platform used, including for example Snap Surveys or Commonplace for the purposes of conducting the engagement, research, or evaluation. Your information will be shared with any applicable partners which would be stipulated upfront in the engagement, research, or evaluation.

### **Details of transfers to third country and safeguards**

Your personal data will not be transferred outside the European Economic Area (all EU Member States, plus Iceland, Norway and Liechtenstein).

### **Retention period or criteria used to determine the retention period**

Your data will be kept for a period of 12 months from the date of collection, unless you give us your permission to add your details to our contact database (CRM system), in which case your data will be kept until you ask for it to be removed. This retention has been determined by the CA's business need.

### **The existence of each of data subject's rights**

- The GDPR provides you with the following rights when it comes to your personal data:
- The right to be informed how your personal data is being processed
- The right of access to the personal data we hold about you, which includes providing copies of the information to you within one month of a request. We may charge a reasonable fee to provide this information based on our administrative costs of responding (i.e. photocopying, postage, etc.).
- The right to rectification of any incorrect or incomplete data we hold about you
- The right to erasure, also known as 'the right to be forgotten', where
  - Your information is no longer required for the purpose it was collected
  - You withdraw your consent
  - You object to the CA processing your information (and there is no overriding legitimate interest for continuing the processing)
  - The CA has breached the GDPR when processing your data
  - There is a legal obligation to delete the data (such as a court order)
- The right to restrict processing, which limits what the CA can do with your information
- The right to data portability, where any automated processing of your information based on your consent or as part of a contract is made available for your reuse
- The right to object to direct marketing or any processing based on the performance of a task in the public interest/exercise of official authority or for the purposes of scientific/historical research and statistics.
- Rights in relation to automated decision making and profiling, where a decision made by a computer has a legal or significant effect on you.

### **The right to withdraw consent at any time**

As our legal basis for processing your personal data is your consent, you have the right to withdraw this at any time.

### **The right to lodge a complaint with a supervisory authority**

You have the right to lodge a complaint regarding the processing of your personal data to the UK's supervisory authority, the Information Commissioner, who can be reached using the details below:

The Information Commissioner's Office,  
Wycliffe House,

Water Lane,

Wilmslow,

Cheshire

SK9 5AF

Website:

<https://www.ico.gov.uk>

Telephone:

0303 123 1113