

Fair Processing Notice - Customer Comments

Identify 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 as part of our Comments system.

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 administer and respond to your Comments, and we are able to do this as part of our official functions and for the reasons of substantial public interest under the Transport Act.

Description of the categories of personal data

You have the option of contacting us anonymously if you choose. This will, however, mean that we are unable to respond to your enquiry.

If you would like to receive a response, the categories of information being processed include your name, preferred method of contacting you (email address, postal address or phone number) and any personal opinions expressed in your correspondence with us.

In addition, depending on the nature of your enquiry we may also process some 'special categories' of your personal data, such as information related to your

- racial or ethnic origin
- political opinions
- religious or philosophical beliefs
- trade union membership
- data concerning health
- sex life or sexual orientation

Any recipient or categories of recipients of the personal data

You will be given the option of allowing the CA to share your information with third parties relevant to your enquiry (such as bus operators) for the purposes of responding to you.

Should our comments system require support or maintenance, your data may also be accessed by our service provider, Sunrise Software Limited, in order to address any issues. Your data will not be used for any other purpose.

Retention period or criteria used to determine the retention period

Your data will be kept for a period of one year from the date of your enquiry being closed. 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 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
www.ico.gov.uk
0303 123 1113