Consultation and Engagement - Privacy Notice

Basildon Borough Council

Basildon Centre
St Martins Square
Basildon
SS14 1DL

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www.basildon.gov.uk

Basildon Borough Council

Service: Consultation and Engagement

Department: **Housing Options and Homelessness**

Date: 11.11.26

Why are we collecting your data?

Basildon Borough Council needs to collect your personal data to enable the Council to plan, deliver and evaluate consultation and engagement activities and to enable residents, service users and other stakeholders to participate in matters that may affect them.

Your information may be used to:

- Enable you to participate in consultation and engagement activities;
- Record, analyse and report on consultation responses and feedback;
- Understand the views, experiences and priorities of different groups and communities;
- Assess the reach and inclusivity of engagement activity and identify groups that may be under-represented in responding to engagement;
- Make reasonable adjustments and meet communication or accessibility requirements;
- Inform the development, review and evaluation of Council policies, strategies, services, projects and proposals; and
- Demonstrate how consultation and engagement have informed Council decision-making.

Personal information will only be collected where it is necessary and proportionate to the purpose of the consultation or engagement activity.

Information Collected

Personal Data

- Tenure
- Age
- Postcode

Sensitive Data

- Details of any physical or mental health conditions/disabilities
- Sex and gender identity
- Racial or ethnic origin
- Religious or philosophical beliefs
- Sexual orientation

The data is collected through

- Online form
- Hard copy form

- E-mail
- Phone
- Face to face engagement
- Workshops, focus groups and community events
- Meetings and forms
- Correspondence and feedback submitted directly to the Council

From time to time, the Council could engage you in ways not listed here on this document. In these instances, the Council will explain how you are being engaged, why and how your information will be used.

The basis for the processing:

- **Legal obligation: under the UK GDPR, Article 6(1)(c) -** the processing is necessary for you to comply with the law (not including contractual obligations).

- **Public task: under the UK GDPR, Article 6(1)(e) -** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.

The main Article 9 conditions are:

- **Explicit Consent:** the individual has given explicit consent for the Council to process their personal data for a specific purpose

Who your information will be shared with:

- ZenCity LTD, 1st Floor Cloister House, Riverside, New Bailey Street, Manchester, M3 5FS, which provides the Council's digital consultation and engagement platform and process information on the Council's behalf. The relevant privacy notice can be viewed here: Privacy Policy
- Other internal Council departments, Council Officers, Council Contractors where necessary.
- We have arrangements with a range of IT providers who support the Council's IT systems and services, therefore your data may be accessed by these suppliers. Where we have these arrangements there is always a contractual agreement with them to ensure they comply with the Data Protection Law.

Your data will be shared with third parties to:

- Comply with legal obligations and legislative requirements
- Help business partners, suppliers and sub-contractors to deliver any contract we enter with them or you
- To help if there is need of any professional or legal advice on a matter relating to you
- To help prevent fraud and/or tackle crime
- To improve and optimise the performance of our services

We will never sell your data

We will never sell your data; however, it will be shared with third parties to:

- Comply with legal obligations and legislative requirements
- Help business partners, suppliers and sub-contractors to deliver any contract we enter with them or you
- To help if there is need of any professional or legal advice on a matter relating to you
- To help prevent fraud and/or tackle crime

Provide accurate information:

We need to hold accurate and up to date information about you so that we can deliver appropriate services. If any of your details change, you need to tell us as soon as possible so that we can update your records.

We will not:

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad unless it meets the requirements of the Data Protection regulations
- Make decisions about you based on automated processing

How long will we hold your data for?

We will retain identifiable consultation and engagement information for a maximum of a year and the requirements of the relevant consultation, project or decision-making process.

Where information has been fully anonymised so that individuals can no longer be identified, it may be retained for longer for research, evaluation, statistical and service-improvement purposes.

Automated Decision-Making or Profiling

We do not make decisions about you based solely on automated processing, including profiling, that produce legal effects or similarly significant effects on you.

Your rights

You have the right to access the personal information we hold about you. Any access requests are free of charge. If the information we hold about you is inaccurate, you have a right to have this corrected and you have the right to request completion of incomplete data. Rights to erasure and data portability do not apply where we are processing on the basis of public task. However, you have a right to object.

You have the right to ask us to stop or restrict the processing of your personal data, in certain circumstances. Where possible, we will seek to comply with your request, but we may need to hold or process information to comply with a legal requirement.

You can make any of these requests by:

Online form : Your Data Matters - Basildon

Email: dpo@basildon.gov.uk

Phone: 01268 533333

Letter to:

The Data Protection Officer
Basildon Borough Council, Basildon Centre, St. Martin's Square, Basildon, SS14 1DL.

Making a Complaint

Should you have any concerns or issues, contact the bdat@basildon.gov.uk in the first instance. If the Housing Options and Homelessness Team are not able to address your concern or you are not satisfied with the response, please contact our Data Protection team using any of the contact details above.

The ICO also made available helpful guidance on submitting complaints to an organisation, which can be accessed here How to make a data protection complaint to an organisation | ICO

Complaining to the ICO

If you are still concerned or dissatisfied about the way your matters have been handled after contacting our Data Protection team, you can complain to the Information Commissioner's Office (ICO), by:

Website: Contact us - public | ICO

ICO has suggested that enquiries be directed through their online form available here, Make a complaint | ICO for a more timely reply.

- Email: icocasework@ico.org.uk
- Phone: 0303 123 1113 Mon-Fri 9am – 5pm

This privacy notice has been reviewed and updated to reflect the requirements of the Data (Use and Access) Act 2025 (DUAA) and associated changes to UK data protection legislation.