

Privacy notice – online consultation and engagement platform

Introduction

CitizenLab provides an online consultation and engagement platform to the Council. CitizenLab's Privacy Policy provides you with information about what they do with any personal data (information that is about you and identifies you) that you provide on the platform: <https://cambridge.citizenlab.co/en-GB/pages/privacy-policy>

The Council's general Privacy Notice provides you with information about what we do with your personal data. The provisions of the Council's Privacy Notice apply to personal data collected by the Council using its online consultation and engagement platform, which is hosted by CitizenLab. You can read the Council's general privacy notice here: <https://www.cambridge.gov.uk/privacy-notice>

This privacy notice provides additional information about what Cambridge City Council will do with any personal data that you provide us with on the online consultation and engagement platform.

Why are we asking for your personal information?

If you choose to register with CitizenLab to participate in Cambridge City Council consultations and engagement activities, you will be asked to provide some personal information.

We are asking you to provide this information so that we can:

- Send you information on particular consultations that may be relevant or of interest to you.
- Limit participation in particular consultations to relevant groups of people.
- Analyse the results of consultations to find out what different groups of people think about the proposals.

As part of some consultations you may be asked to provide further information about yourself, where this is relevant to the topic of the consultation.

Once you have registered with the online consultation and engagement platform, every action you take on the platform (e.g. voting, posting an idea, writing a comment, answering a poll etc) is registered and stored by CitizenLab. This data is also linked to your registration data. The Council may use this information (your

actions on the platform linked with your registration data) to analyse the results of consultations to find out what different groups of people think about the proposals.

What data do we collect?

To register for an account and contribute to Cambridge City Council online consultations and engagement activities, we ask you to provide some limited information about yourself:

- Your first name and last name
- Your email address
- Your postcode.

Your first name and last name will appear when you contribute to consultations on the online consultation and engagement platform e.g. when you post a comment on a map or a proposal on the platform, your name will be visible to other users. You can change your name in Settings on the platform.

We may use your email address to send you emails about your account or your activity on the platform e.g. an email notification when someone responds to one of your posts on the platform. You can control which emails you receive in your Settings. There is a section called “Notifications” where you can turn email notifications on and off.

We may use postcode information to:

- Invite you to take part in consultations that particularly affect your local area e.g. consultations on children’s playgrounds in your local park or consultations on community centres in your local area
- Help us to analyse the results of consultations e.g. to find out what residents in a particular ward think about a particular proposal for the city

When registering with the online consultation and engagement platform, we will also ask some further questions about you. These questions are all voluntary, so you do not have to provide this information if you do not wish to. The questions relate to:

- Year of birth
- Disability
- Ethnic group
- Sex
- Household income.

We may use your date of birth to:

- Help us to target consultations on particular proposals to residents in the relevant age group e.g. consultations on sheltered housing provision for people aged over 60 or consultations on facilities and activities for children and young people
- Help us to analyse the results of consultations e.g. to find out what residents in a particular age group think about a proposal for the city

We may use information on whether you have a disability to:

- Help us to target consultations on proposals that may particularly affect residents with a disability e.g. consultations on Shopmobility or accessibility of public toilets
- Help us to carry out consultations to understand the needs of disabled people in the city
- Help us to analyse the results of consultations e.g. to find out what disabled residents think about a proposal for the city

We may use information on your ethnicity to:

- Help us to carry out consultations to understand the needs of minority ethnic groups in the city
- Help us to analyse the results of consultations to find out what residents in different ethnic groups think about a proposal for the city

We may use information about your sex to:

- Help us to carry out consultations to understand the needs of people of a particular sex e.g. men's and women's views on night-time safety in the city
- Help us to analyse the results of consultations e.g. to find out whether there are particular issues affecting male and female homeless people and rough-sleepers in Cambridge

We may use information about your household income to:

- Help us to target consultations on issues that may affect residents with particular levels of income e.g. consultation on the Council's Council Tax Reduction scheme, which provides support to residents with paying their Council Tax bill if they have a certain level of income
- Help us to analyse the results of consultations e.g. to find out what residents with different levels of income think about Council services or facilities

Where we get your information from

CitizenLab will collect the personal information listed above on our behalf through the registration process for the online consultation and engagement platform. CitizenLab will share this personal information with the council.

If you choose to sign-in via a 3rd party authentication provider such as Google Accounts, Facebook or FranceConnect, CitizenLab will get this data from them. If you choose to verify your identity with a 3rd party identity provider as COW, FranceConnect or CSAM, CitizenLab will get this information from them.

As part of some consultations you may be asked to provide further information about yourself, where this is relevant to the topic of the consultation.

Who we share your registration information with

The council will not share any personal information that you provide through the online consultation and engagement platform with any third parties or service providers.

We may use your personal information to produce aggregated reports showing consultation feedback on particular proposals. These reports may be made public, but we will ensure that your personal information is not identifiable in these aggregated reports.

How long we will we hold your information for

Your personal information will be kept and updated in accordance with our legal obligations and in line with statutory retention periods, which are available in the [Retention Schedule \[PDF, 0.7MB\]](#) on Cambridge City Council's website.

How your information is stored and kept safe

Any personal information you provide on the online consultation and engagement platform will be stored by CitizenLab. For further information on how CitizenLab will store your information and keep it safe, see CitizenLab's Privacy Policy.

The personal information held on the online consultation and engagement platform can only be accessed by a limited number of authorised council staff that are responsible for managing the online consultation and engagement platform (administrators) and they must have a lawful basis for accessing the data.

Other council staff (project managers) will have access to the online consultation and engagement platform for the purpose of running specific consultation and engagement projects. They will be able analyse the results of consultation and engagement projects (e.g. producing aggregated reports of survey responses from

different groups of people), but they will not be able to access individual users personal information.

Council staff may keep the aggregated results of consultation and engagement projects on the council's computer system as an electronic record. Individual users' personal information will not be kept on the council's computer system. Our computer system is protected by passwords and the system is backed-up onto secure servers.

Your rights

Your rights in relation to your information are set out in the council's general Privacy Notice: <https://www.cambridge.gov.uk/privacy-notice>

If you have a query regarding your rights, please contact the Data Protection Officer who can be contacted by emailing infogov@3csharedservices.org or you can write to the council and mark your letter for the attention of the Data Protection Officer.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) should you have any concerns about how we handle data.
casework@ico.org.uk

Last update: 22 July 2022