

Privacy Notice

Altair Consultancy and Advisory Services Limited (Altair) is committed to protecting the privacy and security of your personal information.

This privacy notice describes how Altair will collect and use personal information about you in respect of the collection of survey data and focus group attendance, in accordance with the UK General Data Protection Regulation (UK GDPR).

What is the purpose of this document?

Altair Consultancy and Advisory Services Limited is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This notice applies to:

- Those responding to the Private Rented Sector Research being held by Altair on behalf of Derbyshire Dales District Council and Amber Valley Borough Council.
- Those signing up for the workshops in relation to the Private Rented Sector Research, held by Altair over Zoom Video Conferencing

It is important that you read and retain this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information and what your rights are under the data protection legislation.

Data Protection Principles

We will comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The kind of information we will hold about you

For those enquiring and registering attendance for the Local Housing Strategy focus group sessions the following information will be collected:

- Email address

For the purpose of understanding the reach of both engagement exercises the following sensitive information will be collected:

- Gender
- Age
- Disability status
- Sexual orientation
- Ethnic Group and background
- Postcode sector (first 4 digits)

Information collected will not be personally identifiable (through name, IP address, date of birth or address).

How is your personal information collected?

We collect personal information about you directly from you through the use of our platform (Microsoft Forms – which doesn't collect personal data such as IP address).

How we will use information about you

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

1. To provide you with the appropriate access information to attend the focus group sessions hosted by Altair.

We may also use your personal information in the following situations:

1. Where we need to protect your interests (or someone else's interests).
2. Where it is needed in the public interest.

If you fail to provide personal information

If you fail to provide certain information when requested, we will not be able to provide you with the appropriate joining details in order for you to participate in the focus group sessions.

Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

How we use particularly sensitive personal information

"Special categories" of particularly sensitive personal information, such as information about your health, racial or ethnic origin or sexual orientation, require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data. We may process special categories of personal information in the following circumstances:

1. To identify the views of particular groups (by ethnicity, age, sexuality) that may have an impact on the development of the Housing Strategy and Gypsy and Traveller needs analysis.

In limited circumstances, with your explicit written consent.

Situations in which we will use your sensitive personal information

We will process sensitive personal information in the following ways:

- We will use information about your race or national or ethnic origin, or your sexual orientation, to ensure meaningful equal opportunity monitoring and reporting.

We do not envisage that we will hold information about criminal convictions.

Data sharing

We may have to share your data with Derbyshire Dales District Council and Amber Valley Borough Council and other third parties.

We require third parties to respect the security of your data and to treat it in accordance with the law.

If we do, you can expect a similar degree of protection in respect of your personal information.

Why might you share my personal information with third parties?

We will share your personal information with third parties where required by law or where we have another legitimate interest in doing so.

Which third parties process my personal information?

"Third parties" includes third-party service providers, end-service users, designated agents (where applicable) and other entities within our group.

The following activities are carried out by third-party service providers: IT support services. All third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data security

We have put in place measures to protect the security of your information. Details of these measures are available upon request.

Third parties will only process your personal information on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents,

contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

Data retention

How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once we have reached the end of the retention period, we will securely destroy personal information in accordance with our policies.

Rights of access, correction, erasure, and restriction

Your rights in connection with personal information

Under certain circumstances, by law you have rights under data protection laws in relation to your personal data including the right to receive a copy of the personal data we hold about you, the right to request correction or erasure of your personal information, right to object to processing of your personal information where we are relying on a legitimate interest, the right to request the restriction of processing of your personal information, the right to request the transfer of your personal information to another party and the right to make a complaint at any time to the Information Commissioner's Office, the UK regulator for data protection issues (www.ico.org.uk).

If you want to exercise any of your rights (other than the right to complain to the Information Commissioner's Office, which you can do directly), please contact the Data Protection Officer (DPO) in writing.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. the only time we can withhold the data is in the following circumstances (but that if it is one of the below we don't have to state which one): the

prevention, detection or investigation of a crime national security or the armed forces the assessment or collection of tax judicial or ministerial appointments

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the DPO. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Data protection officer

We have appointed a DPO to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the DPO at data.protection@aquilaservicesgrp.co.uk.

Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.