



PCC FOR LANCASHIRE

Website Forms & Social Media – Privacy Notice

1 Introduction

The Police & Crime Commissioner (PCC) for Lancashire is committed to protecting your personal information.

The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the UK General Data Protection Regulation (the "UK GDPR") and the Data Protection Act 2018 (DPA) and other legislation relating to personal data and rights, such as the Human Rights Act 1998.

This Privacy Notice contains essential information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given to us, in relation to information that may have been provided through our website or social media channels. A copy of our general [Privacy Notice](#) can also be found on our website, which provides general details regarding why and we will process personal data.

We may need to make changes to our Privacy Notice, so please check out our website for updates from time to time. If there are significant changes, such as changes to where your personal data will be processed, we may need to contact you to let you know.

2 Who we are?

This Privacy Notice is provided to you by the PCC for Lancashire, who is the Data Controller of this data.

3 Your personal data – what is it?

"Personal Data" is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be directly using the data itself, or by combining it with other information which helps to identify a living individual.



4 The data we may collect about you:

Personal Data that we may collect includes:

- Name, address, and any other contact details such as email address and telephone numbers, gender, and marital status.
- Information about your phone, laptop and how you use our website.

5 What is the legal basis for processing your personal data?

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

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept and destroyed securely, including ensuring that appropriate technical and security measures are in place to protect your personal data and to protect personal data from loss, misuse, unauthorised access, and disclosure.

If you chose to use the PCC for Lancashire's website or contact us using a webform or social media, we may continue to process your information for the following reasons:

- UK GDPR Article 6 (1)(c): To meet a legal requirement such as using the information gathered for fraud prevention or detection
- UK GDPR Article 6(e): To meet our legitimate interests to improve our website and set default options for you.

On 25th May 2011, amendments were made to The Privacy and Electronic Communications Regulations 2003 (PECR), which require businesses and organisations running websites in the UK to get consent from visitors to their website to store cookies on user's computers.

Further information about the cookies collected on our website and how to block them is available on the cookie page of our website.

6 Sharing your personal data:

We may engage the services of commercial companies to store and manage your information on our behalf. Where we have these arrangements, there is usually a contract, memorandum of



understanding or information sharing agreement in place to ensure that the requirements of the UK GDPR on handling personal information are met.

There may also be occasions where we may be required to share your information with other organisations. The PCC for Lancashire will take steps to ensure any disclosures of personal data are lawful, necessary and proportionate. Whenever we share your personal information, sharing options will be evaluated to ensure that your data is shared in the most secure manner.

7 How do we keep your information secure?

We are committed to ensuring that your personal data is safe. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information that we hold about you. These include:

- Secure work areas
- Information governance training for our staff
- Access controls on systems
- Encryption of personal data
- Testing, assessing, and evaluating the effectiveness of technical security controls

8 How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so.

Website Forms:

Personal information received through the submission of online forms through Lancashire PCC website, Lancashire Victim Services (LVS) website, or Nest website, will be deleted every 12 months.

Social Media:

We do not keep a separate log of posts or enquiries made through social media. However, if you make a complaint, this may be logged in line with our complaints policy and procedures to investigate and provide a response.

Any use of social media in your control, such as sending us an "X" (formally known as a tweet), you will be able to delete. Any direct messages sent to us on "X" (formally known as Twitter), or Instagram will be deleted after 30 days from the last communication. There is no direct messaging facility available on Facebook.

In relation to Facebook, Next Door, or Instagram, we will not as a matter of course delete anything posted to our page unless it contains inappropriate content.



9 Your rights and personal data

You have the following rights in relation to your personal data:

- Right to be informed
- Right to access
- Right to request rectification
- Right to erasure
- Right to restrict processing
- Right to Data Portability
- Right to Object
- Rights relating to Automated Decision Making

Should you wish to exercise your right to access your personal data, further details are contained on our [website](#), or you may contact us via the details below in relation to any of the rights above.

- **Email us:** Commissioner@lancashire-pcc.gov.uk
- **Call us:** 01772 533587

If you wish to Complain

If you have any concerns about how the PCC for Lancashire is handling your personal data, these can be raised with the Data Protection Officer: Data Protection Officer, PCC for Lancashire, PO Box 100, County Hall, Preston, PR1 0LD 01772 533587.

The Information Commissioner is the independent regulator responsible for enforcing the Data Protection Act and advising on privacy rights. The information Commissioner's Office contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>

Mail: The Information Commissioner's Office
Wycliffe House
Wilmslow
Cheshire
SK9 5AF