

Privacy Notice for Communications Service

Service description

Canterbury City Council's Communications service provides our news room service, produces District Life magazine, runs our social media presence, provides mailing lists and contracted services. They also run consultations and the Residents Survey and manage the E-Panel.

Processing activity

The purposes for which your data will be used:

- To keep you informed about council services that could reasonable effect you
- To provide you with information you have asked to receive (mailing lists)
- To deal with your enquiries
- To interact with you over social media
- To illustrate events the council has an interest in
- To provide a service you have commissioned from us

Information requirements

This information may include:

- Name, address, phone number, email address, payment information, photos, social media usernames

Lawful bases

Our **lawful bases** for processing your personal information are:

- Public Task or Legal Obligation (in relation to information about council services)
- Consent (in relation to mailing lists and membership of E-Panel)
- Contract (in relation to services commissioned)
- Legitimate Interests

Your rights

Your rights depend on the lawful basis we are relying on. More information is [available here](#).

Data Processors

Canterbury City Council uses MailChimp to provide our mailing list service. MailChimp store data in America and conform with the Privacy Shield scheme. This is equivalent to an adequacy decision from the EU.

Canterbury City Council use Facebook and Twitter, both of whom comply with Privacy Shield which is the equivalent of an adequacy decision from the EU.

Data sharing

We share data with other social media data controllers like Facebook and Twitter.

We may rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Retention

We keep your personal information for the minimum period necessary. The information outlined in this Privacy Notice will be kept for in accordance with our Retention Policy. All information will be held securely and disposed of confidentially.

Please refer to our Corporate Privacy Notice at www.canterbury.gov.uk/privacy for further details of how we process your personal information and your rights.