

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address:

<https://www.stirling.gov.uk/council-democracy/access-to-information/data-protection/>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

Title of Process	Public Transport Feedback Surveys
Why does the Council process personal data?	<p>Stirling Council's Public Transport Unit is looking to gather feedback on public transport services and associated infrastructure in order to help us deliver a high quality public transport network.</p> <p>Collecting this feedback in the form of digital surveys directly completed by the public will enhance the process and allow us to provide a faster response to target or highlight any issue or particular locations/services.</p> <p>We might use your personal data for the following purposes:</p> <ul style="list-style-type: none">• To contact you regarding any of your submitted comments, so that we can clarify any information or investigate issues further where deemed necessary.• To improve our services and monitor their functionalities.
What personal data is used?	<p>Contact details so that we can investigate any comments or complaints in further detail.</p> <p>The personal data that we might collect from you are:</p> <ul style="list-style-type: none">• Name• E-mail address• Telephone number• Travel information

	<p>You will only be asked to provide such contact details if you agree to supply us with these; your feedback provided as part of the surveys will still be noted and/or investigated by the Public Transport team if you do not wish to supply any personal contact details.</p>
<p>What makes it lawful for the Council to process this personal data?</p>	<p>GDPR Article 6 (1)(a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes</p>
<p>Where does the Council obtain personal data from?</p>	<p>This data is provided by the user when they interact with the survey.</p>
<p>Where does the Council keep personal data?</p>	<p>Information is held on the survey hosting platform ArcGIS. Data is also stored electronically in a password-protected file location, which only the Public Transport team and Stirling Council IT administrators have access to.</p>
<p>How long does the Council keep personal data?</p>	<p>We will only retain your personal contact information for 6 months, or as long as necessary to fulfil the purposes of your feedback. This includes for the purposes of satisfying any legal, accounting, or reporting requirements.</p>
<p>Who does the Council share personal data with?</p>	<p>We will never sell or rent your personal data to other service providers, nor will we share your Personal Data with any service providers who are not compliant with the all data protection laws.</p> <p>For the purposes of internal reporting, all personal data will be anonymised.</p> <p>Contact details will only be shared with Stirling Council colleagues necessary to fulfil the purposes of your feedback. In the case of requiring any external support,</p>

	<p>we will seek your approval to share your contact details before doing so.</p>
Who do I contact about my personal data?	<p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>They can be contacted at:</p> <p>Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA</p> <p>Email: dataprotection@stirling.gov.uk</p> <p>Telephone: 01786 404040</p>