

# Privacy notice for Social Media

## Your Privacy Information.

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

## Your Information

This Privacy Information relates to personal information we have collected from enquiries shared with us via messages posted to our social media channels (including Facebook and Twitter). This information may include for example name, address, gender, disability and access requirements, email address and telephone numbers.

The majority of the public services we provide result from legislation set nationally. In such cases, if you access a council service then the law that requires us to provide that service will be our legal basis for collecting, using your personal data and complying with the UK Data Protection laws, as we cannot provide you with the service without it. For everything else we rely on your consent.

## How we'll use your information

We'll use your information to provide the above service you have requested or to help resolve an enquiry whilst complying with the established lawful conditions.

## Who we can share your information with

In order to provide the service(s) you have requested or resolve your enquiry we will share your information with the following:

- Other departments and teams within the council
- Third parties contracted by the council to deliver services on our behalf, which might include our providers of hosting and data processing services.

We may also share your information with others outside of the council e.g. regulators and other public organisations for the detection and prevention of crime.

We may also use your personal information if it is in your vital interests, where your life is or could be in danger. This will not happen very often, if at all, but it will help to identify and assist individuals whose vital interests are threatened, and /or who need additional support during emergencies or major incidents, for example emergency evacuation or lock-down.

## How long we'll keep your information

We'll keep your information for as long as you have a relationship with us and in accordance with the respective record retention schedule of the service(s) you have requested. Our retention schedules can be found here:

<https://www.southglos.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/record-retention-schedules/>

Any information posted to our social media channels will also be stored in accordance with the privacy policies and record retention schedules of the respective social media provider. You should therefore refer for example to Facebook and Twitter's own privacy policies for further details of how they process your data. Please note: we do not in any way promote the use of social media and our customers use these sites at your own risk.

We may retain anonymised information about the service we provided to help us improve our services in the future.

### **Transferring your information overseas**

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service. However social media providers such as Facebook and Twitter may store your messages on servers outside of the UK and the European Economic Area (EEA) and you should refer to the privacy policy of the service for further details.

### **Your rights**

You have a number of rights relating to your information e.g. to see what we hold, to ask us to share it with another party, ask us to update incorrect or incomplete details, to object to or restrict processing of it or to make a complaint about how we are handling it. If you have given us your permission to use your information you also have the right to withdraw that permission at any time in the future.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at [DPO@southglos.gov.uk](mailto:DPO@southglos.gov.uk) or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.