

Privacy Notice

Who we are

The London Borough of Newham (LBN) is registered with the Information Commissioner's Office (ICO) as a Data Controller. This privacy notice applies to you ("the resident") and the Council. We take the privacy of your information very seriously.

This privacy notice relates to your participation in the Newham Ageing Well Resident Survey. It provides additional information about how we use information collected through the survey and should be read alongside the [Council's General Privacy Notice](#).

What data do we collect

The main survey is anonymous and does not ask for your name or contact details. If you choose to complete the optional "Stay Involved" form, we may collect:

- Name
- Email address
- Telephone number
- Preferred contact method

We will also invite you to complete a separate anonymous equalities monitoring form. This may include information about:

- Age group
- Sex and gender
- Disability
- Long-term health conditions
- Caring responsibilities
- Ethnicity
- Religion or belief
- Sexual orientation

The equalities monitoring form is separate from the survey and cannot be linked to your survey responses or contact details.

Why we collect your data

We collect information so that we can:

- understand the experiences of residents aged 50 and over in Newham;
- identify what is working well and what could be improved;
- inform future service planning, commissioning and engagement activities;
- understand whether we are reaching residents from a wide range of backgrounds;
- identify any disparities or gaps in participation and service access; and
- contact residents who have told us they would like to be involved in future engagement, consultation or co-production activities.

The lawful basis for processing your data

The lawful basis we use to process your data as set out in UK data protection legislation is:

Article 6(a) Consent: you have given us clear consent to process your personal data for a specific purpose.

We will only process personal data where we have consent to do so, and you can withdraw your consent at any time.

How we use your data

We will use survey responses to:

- analyse feedback from residents;
- identify themes and priorities;
- inform future planning and commissioning decisions;
- improve services and activities for older residents;
- monitor equality and diversity of participation; and
- produce reports using anonymised and aggregated information.

If you provide your contact details, we may contact you about:

- future surveys;
- workshops;
- focus groups;
- interviews;
- resident advisory groups;
- co-production activities; and
- other Ageing Well engagement opportunities.

Your contact details will not be linked to your survey responses.

Who will have access to your information

Access will be restricted to authorised officers within Adult Social Care Commissioning and other Council officers who have a legitimate business need to support administration, analysis and reporting of the survey. Survey findings will be shared in summary form only. Individuals will not be identified in reports.

Who we will share your data with

We will not share your personal information with third parties unless required by law.

How long we will keep your data

Anonymous survey responses and equalities monitoring information will be retained in accordance with the Council's Records Retention Schedule.

Contact details provided for future engagement opportunities will be retained only for as long as necessary to support Ageing Well engagement activities and will then be securely deleted.

Paper surveys will be securely stored and destroyed in accordance with Council procedures.

How do we protect your data

We comply with all laws concerning the protection of personal information and have security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of information. Staff access to information is provided on a need-to-know basis and we have access controls in place to help with this.

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at [Your rights – Processing personal data privacy notice – Newham Council](#) or at [For the public | ICO](#) If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk