

## DLA DATA PROTECTION PROCEDURES RELATING TO PUBLIC ENGAGEMENT & SURVEYS

This note outlines for clients the data protection procedures DLA undertake as part of our responsibilities under the GDPR regulations. This relates specifically to public engagement work and surveys we undertake on your behalf and depends upon the scope of the project and the information we ask from the public.

All digital surveys currently undertaken by DLA, as part of our work are supported through SurveyMonkey software, but occasionally paper [manual] ones are prepared.

As a company we are allowed to hold data for as long as we need it [typically the duration of the project] but on completion of a project it must be erased.

Occasionally, for certain public engagement events we will need to make available hard copy surveys [paper copies]. For any paper survey undertaken, DLA's procedure will be to manually input the data into SurveyMonkey so all information relating to a project is kept [digitally] in one place. The paper surveys will then be destroyed. The intention being that this will aid the erasing of data as it will be held in one location.

Finally, upon completion of a project we will contact SurveyMonkey at the end of each and every survey we operate using their platform to ask them to erase any data they hold.

Below are listed the clauses we are required to place onto our engagement materials, be that either on paper forms and questionnaires, digital forms and websites. The selection of clauses and their precise wording will depend upon the project and client circumstances but is primarily led by what information we are requesting from the public.

This is explained in flowchart at the end of this note.

### 1. CLAUSES

As part of our procedures, we will need to place certain written clauses on all our public facing engagement material [including on websites] advising users of our surveys and what our approach to data protection is and this depends upon what information we are collecting.

The type of information we are asking for relates solely to their PERSONAL information :-

#### **DLA Surveys Only - No personal data being collected**

##### **Clause A -**

*We are interested in your opinion for the proposals in place for ....., which will help us/our clients understand .... The information we collect is for use by our client/ internal and will only be kept for .....*  
*Please see attached our privacy policy and CLIENT privacy policy.*

#### **DLA Surveys Only - Personal Data being collected**

This clause should be used when you are asking for personal information.

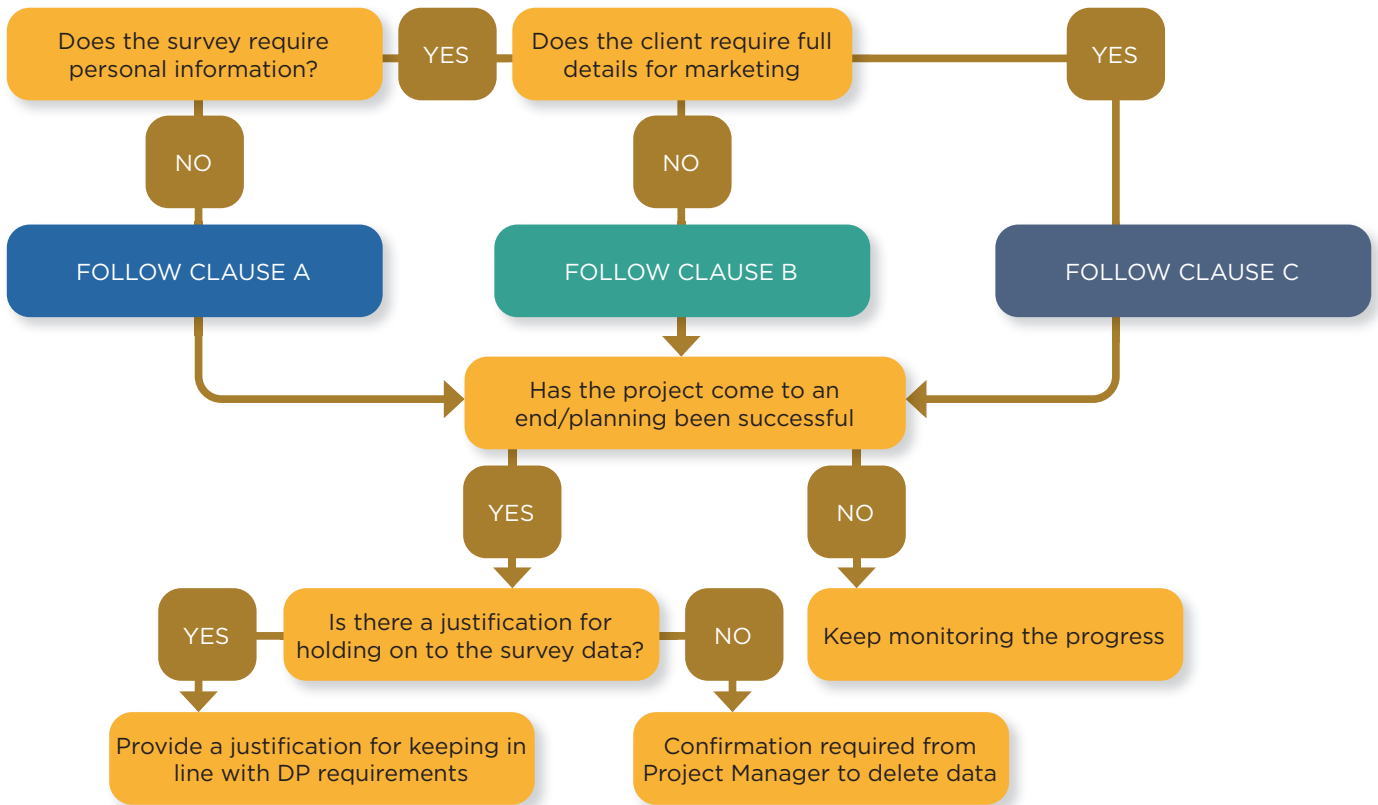
##### **Clause B - No marketing by the client**

- By ticking this box, you are consenting to your personal information being stored securely, under Data Protection regulations and for it to be shared with CLIENT and the Project Team employed by CLIENT. No personal data will be shared with a third party. Information you provide us will be anonymized and will be used for statistical/research purposes - ADD AS APPROPRIATE. Your data will be securely stored by David Lock Associates until the planning process has been completed. If you change your mind and no longer wish us to hold this data, please contact us by email to ....., or by calling us on 01908 666276.

##### **Clause C - Marketing by the client**

- By ticking this box, you are consenting to your personal information being stored securely, under Data Protection regulations and for it to be shared with CLIENT and the Project Team employed by CLIENT. No personal data will be shared with a third party. Information you provide us will be used for statistical/research/marketing purposes with regard to the development please see CLIENT PRIVACY POLICY - ADD AS APPROPRIATE. Your data will be securely stored by David Lock Associates until the planning process has been successful. If you change your mind and no longer wish us to hold this data, please contact us by email to ....., or by calling us on 01908 666276.

Flowchart explaining Data Protection Procedure



PERSONAL INFORMATION IS NAME AND ADDRESS/EMAIL AND POSTCODE/AGE/CONTACT NUMBER;  
IF YOU ARE UNSURE **ASK**