

Re: Customer Engagement and competitions

Information you need to know

This privacy notice explains how we use your personal information to administer competitions and other social media campaigns, and your rights regarding that information.

WCHG is the Data Controller for your information. Further information on the Group can be found here: www.wchg.org.uk.

The Customer Engagement / Resident Involvement team is part of WCHG and can be contacted at getinvolved@wchg.org.uk. WCHG's Information Governance team can be contacted at information.management@wchg.org.uk.

What information are we collecting?

In addition to information on the submission form (name, email, age bracket you fit into), the following information may be collected: where your photo was taken; if photo is taken as part of competition; and how quickly you completed the form. However this isn't part of the criteria for awarding any prizes, it is just used to analyse entries. We might share the information of this with others involved in judging the competition such as members of the competition panel (see below).

Why are we collecting your data?

We collect this information to make sure we can deliver a fair competition and collect the information needed. This will enable us to judge the competitions submission and enable you to be in with a chance of winning the prize.

How we will use this data?

Your personal data is held electronically by the Customer Engagement / Resident Involvement team on our secure network. It will also be reported within our customer and community's directorate so we can talk about the competition. However, we will always ask permission use your submission in the future for marketing materials and refer back to this. We will share the photos with a panel of residents from the great places panel and a number of WCHG Staff. We will then potentially use some of these photos to help promote Wythenshawe and using them in marketing materials.

What is the legal basis for processing the data?

We will always ask permission when processing your data for the competition and this can be confirmed on the form attached to this competition. The legal basis for this processing is Article 6 (1) (a) of the UK General Data Protection Regulation (UK GDPR) – Consent.

When processing your data, we have to confirm the age of the person submitting to make sure that if the person is under age of 13 they have got permission from a parent/guardian and they have explained how the data will be used. If the person is over 13 but still got help from a parent/guardian to enter then this competition that person would have the information explained to them.

If we are sharing your data with others who are we sharing it with?

Information will only be shared for these purposes:

- Supporting your entry into this competition and maybe future competitions
- with members of the panel judging the competition.



Where competitions are hosted on the Facebook group's page, we will always ask you to submit your entry details via their direct messaging app, Facebook Messenger. You should only share information with WCHG through this secure messaging facility, so that it can be stored, reviewed and managed by the Group's page owner. By sending a photo or other personal data via this method you are also agreeing that we can download them for a limited period onto our server to allow the panel to judge your entry. We continually monitor all personal data shared and posted via the Facebook groups we control, to ensure we are complying with the UK GDPR.

Entrants should note that if they share photos or other personal data relating to their entry with other users outside our Facebook groups, WCHG can no longer control this processing.

How long we process your data for?

We will keep a holder of your photo and personal data for the duration of the competition so that we can access it and give a fair judgement.

If you consent to us using this information for marketing purposes, we will keep it for a period of up to three years after this time. We will always contact you for permission if we want to keep it longer than this.

What are your rights and how can you exercise them

You have several rights over your data. These are the:

- Right to withdraw consent
- Right to be informed (this right is met by this privacy notice)
- Right of access to a copy of information we hold about you
- Right to correct inaccurate data
- Right to delete data if no longer needed
- Right to restrict processing
- Right to data portability
- Right to object to us processing your data

To exercise your rights you should get in touch with your usual WCHG contact in the first instance. For further details visit <https://www.wchg.org.uk/privacy-notice/>. If you wish to complain about the way WCHG has handled your information, you can contact the Group Data Protection Officer at dataprotection@wchg.org.uk.

Please visit Facebook's Data Policy for more information about how Facebook manages your information and protects your data rights whilst using its platform: <https://en-gb.facebook.com/policy.php>.

How can you contact the Information Commissioner's Office?

The Information Commissioner's Office (ICO) is the independent UK body set up to protect information rights in the public interest. The ICO can be contacted on:

Web: www.ico.org.uk. Tel: 0303 123 1113. Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK95AF.

For further information on your data rights and why they matter, visit www.ico.org.uk/yourdatamatters.