

## **e-Seren user survey privacy notice**

The e-Seren Hwb webpages were launched in April 2020 in response to the Covid-19 pandemic. A user survey to collect feedback on that service is hosted on the landing page of the Hwb. All users that have provided their contact details for this purpose have a right to know how we process, use and store their information. This privacy notice explains how we use the personal information we collect about them through the user survey.

### **Our approach**

We are looking to expand what is currently available in the Hwb to ensure it reflects user's needs. We will only use your personal information to contact you for your feedback on the service on offer and how we can improve it.

The Welsh Government will be the Data Controller for your personal information and the legal basis for processing your personal data is Welsh Government's public task and exercising our official authority.

The personal information we ask for include your name, email address, phone number. We do not share this information with other organisations.

We will handle your personal information in accordance with current data protection legislation.

Your personal information will be kept for 12 months in accordance with the Welsh Government information retention policy. It will be deleted after this time.

Under data protection legislation, you have the right:

- to be informed of the personal data Welsh Government holds about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

### **Contact Information**

If you wish to contact us for further information please email us at:

[SerenNetwork@gov.wales](mailto:SerenNetwork@gov.wales) or write to us at:

Seren Network Welsh Government, Cathays Park, Cardiff CF10 3NQ

If you have any concerns about how your information has been handled, you can contact the data protection officer for the Welsh Government at:

Data Protection Officer, Welsh Government, Cathays Park, Cardiff, CF10 3NQ

Email: [dataprotectionofficer@gov.wales](mailto:dataprotectionofficer@gov.wales)

To lodge a complaint with the Information Commissioner's Office contact:

Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk/>