

**Nottingham City Council  
Information Compliance**

**Team: Customer Engagement  
Service Area: Customer Services  
Directorate: HR and Customer  
PN-144**

**October 2020**

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We will use the information provided by you for to deliver services that you have requested and to respond to customer feedback. The Qmatic system is a queue management system which allows you to take a ticket and submit an email address or telephone number so reminders can be received. The system can also be used by the individual service areas to book and manage appointments scan. The basis under which the Council uses personal data for this purpose is for public task. Anonymous statistics will be used for monitoring purpose.

You are not obliged, either by statute or by contract, to provide the information that is requested here.

The information that you have provided will be kept in line with the specific service area's retention schedule, for the service you are accessing. The details can be found at <http://nccgisdevw2k121.nottinghamcity.gov.uk/iar-public/>

The Data Controller is Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG.

The Data Protection Officer is Naomi Matthews. You can contact the Data Protection Officer at the above address or at [data.protectionofficer@nottinghamcity.gov.uk](mailto:data.protectionofficer@nottinghamcity.gov.uk) .

The General Data Protection Regulation and the Data Protection Act 2018 provides for the following rights as prescribed by the legislation:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data known as 'the right to be forgotten'
- A right to in certain circumstances to request restriction of processing
- A right in certain circumstances to request portability of your data to another provider
- A right to object to processing of data in certain circumstances
- A right regarding automated decision making including profiling

Please note that if you are unhappy with a decision regarding the handling of your data you have the right to complain to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. See also the Information Commissioners website at <https://ico.org.uk/your-data-matters/> .

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .