

## **Let's Talk: Living in Flintshire (National Resident Survey)**

### **Privacy Policy**

The National Resident survey is to support local councils to increase their understanding of their own performance and hear and understand the views and perceptions of their residents.

Local councils in Wales are subject to numerous and various legal duties, many of which require regular and ongoing engagement with residents. One of the core aims of the National Resident Survey is to support local councils to meet these current and potential future engagement duties but, most importantly, to increase their understanding of their own performance and hear and understand the views and perceptions of their residents.

This privacy policy will explain how our organisation uses the personal data we collect from you when you participate in the National Resident Survey

Your data will be processed by Flintshire County Council as part of our public task for the specific purposes of:

1. Understanding local trends to develop local solutions.
2. Undertake sector – led improvement through benchmarking.

Which contributes to meeting various legislative requirements around engagement and consultation under the following acts:

- Wellbeing of Future Generations (Wales) Act 2015
- Local Government and Elections (Wales) Act 2021

As extra protection is provided for certain classes of information called 'special category personal data', an additional lawful basis must be identified in order to process these classes of information, as outlined below:

- UK GDPR Article 9(g) – processing is necessary for reasons of substantial public interest.

### **What data do we collect and How do we collect your data?**

The Council collects the following personal data:

- IP addresses
- Postcode

The Council may collect the following personal data if you voluntarily answer the questions:

- Age – 10 year bands from 16 up to 85+
- Sex
- Gender identity
- National identity
- Ethnic group
- Sexual orientation
- Physical or mental health conditions
- Ability to carry out day-to-day activities (if respondent says they have a physical or mental health condition)
- Religion
- Preferred language (other option where language can be specified)

The data we collect will be processed when you voluntarily complete the National Resident Survey through digital links and paper records.

### **Who do we share your data with?**

Your personal data is shared with the listed partner organization

- Data Cymru

Data Cymru is running this survey on behalf of the Council. The core questions you are being asked are also being asked in many other local councils across Wales as part of a broader approach to hearing from residents.

This data is shared for the purpose of supporting local councils to meet these current and potential future engagement duties.

The Council will dispose of paper surveys once digitised to avoid duplication and enhance security. All paper surveys will be digitised within 3 weeks after the survey has closed.

Data Cymru will keep personal data for 3 years. Once this time has expired, we will delete your data.

### **Changes to our privacy policy**

The Council keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 21 August 2025.

### **How to contact us**

If you have any questions about the Council's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

**Email us at:** [haveyoursay@flintshire.gov.uk](mailto:haveyoursay@flintshire.gov.uk)

**Call us:** 01352 703020

**Or write to us at:**

Flintshire County Council  
Customer Services  
Tŷ Dewi Sant,  
St. Davids Park  
Ewloe  
CH5 3FF

**How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that the Council has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office via their website [Make a complaint | ICO](#) or by calling 0303 123 1113.