

Request 6419

(SCDC) Elected Members

Can you please provide me with the following information :

- A copy of the protocols and procedures in place to accept representations from elected members on behalf of a data subject
- Do you accept verbal representations?
o If, so do require a subsequent written proof?
- How do you manage verbal representations?
- What protocols and procedures do you have in place for staff to ensure they do not release personal or sensitive information to elected members without proof of consent?
- Do you forward the data subjects personal information in response to an elected member representation to non-corporate email accounts?
- Do you have a separate protocol or procedure for the release of sensitive data?
- Can you include a copy of any training slides, notes or guidance given to staff concerning managing representations from elected members?

Response

- *A copy of the protocols and procedures in place to accept representations from elected members on behalf of a data subject*

Guidance for Councillors is provided by this Local Authority guide:
Councillors Guide 2019- 20 – attached

- *Do you accept verbal representations?
o If, so do require a subsequent written proof?*
- *How do you manage verbal representations?*

Management of representations can be found in our Constitution which is accessible to you here:

<https://scambs.moderngov.co.uk/ecCatDisplay.aspx?sch=doc&cat=389&path=0>
Planning Committee has its speaking protocol, which is published in each Planning Committee agenda:
<https://scambs.moderngov.co.uk/documents/s114191/Public%20speaking%20protocol.pdf>

- *What protocols and procedures do you have in place for staff to ensure they do not release personal or sensitive information to elected members without proof of consent?*

Please see attached 'Councillors Guidance Note_redacted' – please note redaction is applied to this document where internal details that are not published into the public domain have been included.

- Do you forward the data subjects personal information in response to an elected member representation to non-corporate email accounts?

Email is a very widely used communication tool in the Council both internally, via corporate accounts and with our customers, suppliers and external bodies, most of who will not have corporate accounts the use of 'forward', 'reply', 'reply all' within the system will depend on user preference and the matter being dealt with at the time.

We do not have a definitive guide on the use of all commands and types of system available to email users, however, we hope the following will assist you:

Our use of IT guide for staff is attached see - SCDC ICT and Data Handling Essentials

Details of management of personal data can be found in our Privacy Notices here: <https://www.scams.gov.uk/the-council/access-to-information/customer-privacy-notice/>

- *Do you have a separate protocol or procedure for the release of sensitive data?*

Please see 'Councillors Guidance Note_redacted' referred to above

- *Can you include a copy of any training slides, notes or guidance given to staff concerning managing representations from elected members?*

There are no additional materials, this information is held in the Constitution and the speaking protocol for the Planning Committee – links given above.