

APPROVING REPORTS

Administrators can approve reports for display on the public website. This is the Love Clean Streets public website and also the Authority website. Our best practice advice for approving reports and protecting the user's personal data is:

Do not approve if the Report Notes/Description contains any personal data, which could be but is not limited to:

- Name
- Address
- Telephone number
- Email address
- References to ethnicity, race, disability status, health, age, car registrations etc

It is possible on the Edit report screen to edit the notes to remove any of this information while keeping it within the Original Notes section, if required, for the resolution of the report.

It is also best practise to remove any personal data that is not required in order to resolve the reported issue or to be used within any legal proceedings as evidence.

DOWNLOADING DATA EXTRACTS

Under GDPR we are a data controller. Our GDPR Statement to you, as an organisation we share the data collected with, is:

All Personal Data shared with you, by LCS, whether by access to the Mediaklik Admin Panel, Data Extract, API Access or Integration is only permitted to be processed and used for the resolution of the report raised by the data subject and not for any other purpose, contact or processing.

We provide data extracts for you to manage your reports and their resolution. However, personal data collected from the general public when raising a report is provided to you ONLY for the resolution of their report.

We will be anonymising or deleting data which does, or may, contain personal data on a regular basis, on reports that have not been updated in the last year. When this data is removed you will still be able to obtain extracts of the nonpersonal data for statistical analysis etc. The fields that will be removed from reports that do or may contain personal data will be:

- Email Address
- Telephone number
- Report Notes
- Mobile Device ID
- Extra Questions of Type '3 Part Name'
- Extra Questions of Type '4 Part address'
- Extra Questions of Type 'Text'
- Extra Questions of Type 'Email'
- Images
- Videos

EXTRA QUESTIONS

When adding Extra Questions to Categories it is best practise to only collect the information required to resolve issues raised under that particular category. For example, think about whether you really need to ask for a contact telephone number to resolve a Litter issue.

If you consistently need to contact users because you don't have enough information under a specific category to resolve the issue then please contact us to discuss an alternative way to obtain the 'missing' data you have in order to be able to resolve the issue.

Users have and do, all the time, enter personal information into the Extra Question free text boxes. If we aren't given it we don't need to remove it so it is much better practise to utilise the Extra Question types of List and Yes/No than free text boxes.

So rather than on a Pothole category for example you may have an Extra Question of:

'Please provide information about the location, size and depth of the pothole.' With a text response box.

This would be better offered as 3 separate questions as follows:

'The pothole is positioned.....' With a list of options such as 'In the centre of the road', 'At the curbside', 'In the driving lane', 'In the cycle lane' etc

'The depth of the pothole is' with a list of options easily judged by the general public such as a golf ball, tennis ball, football etc

'The size of the pothole is.....' With a list of options easily judged by the general public such as side plate, dinner plate, car tyre etc

It is best practise to not ask for Personal Data at all within Extra Questions, or indeed the Description box.