

Privacy

Privacy Notice - How we use your information

This privacy notice tells you what to expect when the Local Government Boundary Commission for England (the Commission) collects personal information. It applies to information we collect about;

- Visitors to our website;
- Social Media interactions;
- People who respond to one of our electronic surveys to comment on us;
- Complainants and other individuals in relation to a Freedom of Information request or enquiry;
- People with complaints or queries about our use of personal information;
- People who use our services, e.g. who request information from us;
- People who make submissions (formal comments) to us commenting on one of our electoral reviews;
- People or groups we contact as part of our consultation processes;
- People who are on our contact lists or sign up to a contact list;
- Job applicants and employees.

Visitors to our website

If you visit www.lgbce.org.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Our sites also use cookies. Cookies are tiny text files that our website uses to enable certain functionality, to remember the preferences of our users and to monitor how the site is being used. They help us to enhance the usability of the website and to tailor our content.

Generally, these cookies expire at the end of each browsing session. You may, however, restrict or block these cookies through your browser settings. Please refer to your browser's Help function or visit www.aboutcookies.org for detailed information about how to do this on a wide variety of browsers. Please note that if you disable any, or all cookies, you may have a degraded user experience.

On your first visit to our website you will be asked to accept or reject website cookies in a cookie banner that appears over the page. You can update your preferences and view the cookies we use on the site, along with a brief description of their purpose, by visiting our [Cookies](#) page.

Social Media interactions

We don't collect any personal information from you if you interact with us on social media (Facebook, X, YouTube, Instagram, or LinkedIn). How your personal information is handled will be part of the platform's privacy policy.

We monitor the performance of our social media posts (page views, clicks etc.) but none of this data will identify you personally.

If you send us a direct or private message through a social media platform, we will use your data only for responding to you. Your message and details will be held on our secure server and deleted within five years.

People who respond to one of our electronic surveys to comment on us

If you respond to one of our electronic satisfaction surveys, we collect some personal information from you. We do not ask for information such as a name or address that could be used to identify you.

We use an online tool provided by Survey Monkey (www.surveymonkey.co.uk) to process the data you provide.

Survey Monkey is a data processor for the Commission and only processes personal information in line with our instructions. We will only use this information to help us improve our service and we will not share it more widely.

Any personal information we collect from satisfaction forms will be deleted after five years.

Complaints, enquiries and Freedom of Information requests

When we receive a complaint from a person, we make up an electronic file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information like the number of complaints we receive, but not in a form which identifies anyone.

We will keep personal information contained in complaint files in line with our retention policy. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Emails - Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

Complaints or queries about our use of personal information

We will always try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice does not provide exhaustive detail of all aspects of the Commission's collection and use of personal information but the clear majority is covered here. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

We will try to be as open as we can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulations (May 2018). If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to the Commission for any personal information we may hold, you need to email our Business Team, or write to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need by email.

If we do hold information about you, you can ask us to correct any mistakes.

People who use our services, e.g., who request information from us

We need to hold the details of the people who have requested information from us to provide it. However, we only use the details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received.

People who make comments to us on one of our electoral reviews

When you send us a comment during a public consultation, we will collect and hold personal information that you provided to us. This can include:

- Your name.
- Your email address.
- Your postcode.

We will only use your personal information for two purposes:

1. To contact you about the outcome of the consultation and/or outcome of the review.
2. To contact you about ways in which we can improve the way we work, such as filling in our satisfaction survey.

We publish all the formal comments we receive during review consultations on our website (www.lgbce.org.uk). For all consultations we will remove all your personal details (apart from street names and the first part of postcodes within the text of the formal comments) before we publish them on our website. If you sent us a formal comment and you are acting in an official capacity, we will publish your name unless you tell us not to. Examples of people who provide comments in an official capacity include Members of Parliament, Chairs of Community Groups, councillors, and parish clerks. We will redact all personal email addresses, but email addresses used in an official capacity by MPs, local authorities, local councillors, parish councils and community groups (for example, a .gov.uk address) will not be redacted.

Your original comment will be stored on our secure internal network. It will then be deleted after six years.

People or groups we contact as part of our consultation process

When you send us a comment during a public consultation, we will collect and hold personal information that you provided to us. This can include:

- Your name.
- Your email address.
- Your postcode.

We will only use your personal information for two purposes:

1. To contact you about the outcome of the consultation and/or outcome of the review.
2. To contact you to fill in our satisfaction survey so that we can improve the way we do our work.

We publish all the formal comments we receive during consultations on our website (www.lgbce.org.uk). Before we publish your comments, we will remove all your personal details from them (apart from street names within the text of the submission) before we publish them on our website. If you sent us a submission and you are acting in an official capacity, we will publish your name unless you tell us not to. Examples of people who provide comments in an official capacity include Members of Parliament, Chairs of Community Groups, councillors, and parish clerks. We will redact all personal email addresses, but email addresses used in an official capacity by MPs, local authorities, local councillors, parish councils and community groups (for example, a .gov.uk address) will not be redacted.

Your personal details will be stored on our secure internal network. They will then be deleted after six years.

People who are on our contact lists or sign up to a contact list

At the start of an electoral review, we ask the council (under review) for contact details of local organisations that might have an interest in the process. We build a stakeholder database with this information and will use it to contact organisations during a review. These emails and letters tell those organisations about each stage of the review. Some of this information could include personal details such as email addresses.

We will add people who sign up from the website (if they have consented) and who responded to previous rounds of consultation to the stakeholder database (see above) and will use that information to tell them about subsequent stages of the review.

We send these letters and emails – and emails about our satisfaction survey (see below) – using third-party services provided by Marigold Campaign Monitor (www.campaignmonitor.com) and Granicus GovDelivery (<https://granicus.com/product/digital-communications-govdelivery/>) that act as data processors. These services allow us to format our emails in a way that makes it easier for people to participate in our reviews and share information about it. These services also allow us to track how successful our campaign is, for example, by telling us how many people have opened our emails, clicked on links etc. This helps us to improve the way we communicate with people to increase participation in our work.

Marigold and Granicus hold the data we provide securely, and we do not allow them to use it for any other purpose. We delete all personal information on the platform following the publication of final recommendations of the review in question. To find out more about how each provider deals with personal data, visit Marigold: www.campaignmonitor.com/trust/ and Granicus: <https://granicus.com/trust-center/>.

Job applicants and employees

When individuals apply to work at the Commission, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Disclosure & Barring Service, we

will not do so without informing them beforehand unless the disclosure is required by law.

We use a variety of recruitment methods and agencies. If you are applying for a job with us via a recruitment firm or other agency you should check that organisations privacy policy. Applications to work for the Commission can always be made directly to us.

Personal information about unsuccessful candidates will be held for twelve months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with the Commission, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with the Commission has ended, we will retain the file for six years in accordance with the requirements of our retention schedule and then delete it.

How to contact us

BY EMAIL reviews@lgbce.org.uk

or write to:

BY POST The Local Government Boundary Commission for England
 7th Floor
 3 Bunhill Row
 London
 EC1Y 8YZ

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated in July 2026.