



Wotton-under-Edge Town Council

Privacy Notice - General *(updated Oct 18)*

This Privacy Notice is provided to you by Wotton-under-Edge Town Council ("the Council") which is the data controller for your data. When you contact the Council, the Personal Data you provide (information such as name, address, email address, phone number) will be processed and stored so that it is possible to contact you, respond to your correspondence, answer your queries, provide information, send invoices and receipts and/or enable you to access our facilities and services.

Your Personal Data will be stored and processed in accordance with this Privacy Notice.

Personal Data

"Personal Data" is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be directly using the data itself or by combining it with other information which helps to identify a living individual. The processing of Personal Data is governed by legislation relating to Personal Data which applies in the United Kingdom including the General Data Protection Regulation (the "GDPR") and other legislation relating to Personal Data and rights such as the Human Rights Act.

Data Sharing

The Council may need to share your Personal Data with other Data Controllers it works with. These might include some or all of the following (but only where necessary):

- Other Local Authorities, Charities, Community Groups or not for profit bodies with which the Council is carrying out joint activities e.g. in relation to facilities or events for the community;
- Our agents, suppliers and contractors. For example, the Council may ask a commercial provider to maintain its database software.

If the Council and the other Data Controllers listed above are processing your data jointly for the same purposes, then the Council and the other data controllers may be "joint data controllers" which means that there is a collective responsibility to you for your data. Where each of the parties listed above are processing your data for their own independent purposes then each will be independently responsible to you and if you have any questions, wish to exercise any of your rights (see below) or wish to raise a complaint, you should do so directly to the relevant Data Controller.

These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data.

A description of what Personal Data the Council processes and for what purposes is set out in this Privacy Notice.

Data Processing

The Council will process some or all of the following Personal Data where necessary to perform its tasks:

- Names, titles, and aliases, photographs;
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant to the services provided by the Council, or where you provide them to the Council, it may process information such as gender, age, marital status, nationality, qualifications, hobbies, family composition, and dependants;

- Where you pay for activities such as use of council facilities and services, financial identifiers such as bank account numbers, payment card numbers, payment/transaction identifiers, policy numbers, and claim numbers;

Use of Personal Data

The Council will comply with data protection law. This says that the Personal Data it holds about you must be:

- Used lawfully, fairly and in a transparent way;
- Collected only for valid purposes that the Council has clearly explained to you and not used in any way that is incompatible with those purposes;
- Relevant to the purposes the Council has told you about and limited only to those purposes;
- Accurate and kept up to date;
- Kept only as long as necessary for the purposes it has told you about;
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

The Council uses your Personal Data for some or all of the following purposes:

- To deliver public services including to understand your needs to provide the services that you request and to understand what we can do for you and inform you of other relevant services;
- To confirm your identity to provide some services;
- To contact you by post, email, telephone or using social media;
- To help the Council to build up a picture of how we are performing;
- To prevent and detect fraud and corruption in the use of public funds and where necessary for the law enforcement functions;
- To enable the Council to meet all legal and statutory obligations and powers including any delegated functions;
- To promote the interests of the council;
- To maintain the Council's own accounts and records;
- To seek your views, opinions or comments;
- To notify you of changes to Council facilities, services, events and staff, councillors and other role holders;
- To send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other new projects or initiatives;
- To process relevant financial transactions including grants and payments for goods and services supplied to the Council;
- To allow the statistical analysis of data so the Council can plan the provision of services.

The Council's processing may also include the use of CCTV systems for the prevention and prosecution of crime.

The Council's Legal Basis for Processing Your Personal Data

The Council is permitted to process information under GDPR Article 6 (1) (a) (b) and (e) when:

- Processing is with consent of the data subject, or
- Processing is necessary for compliance with a legal obligation, or
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

The Council is a public authority and has certain powers and obligations. Most of your Personal Data is processed for compliance with a legal obligation which includes the discharge of the Council's statutory functions and powers. Sometimes when exercising these powers or duties it is necessary to process Personal Data of residents or people using the Council's services. The Council will always take into account your interests and rights. This Privacy Notice sets out your rights and the Council's obligations to you.

The Council may process Personal Data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. An example of this would be processing your data in connection with the use of its facilities, or the acceptance of an allotment garden tenancy.

Sometimes the use of your Personal Data requires your consent. The Council will first obtain your consent to that use.

Retention of Personal Data

The Council will keep some records permanently if it is legally required to do so. The Council may keep some other records for an extended period of time, in accordance with best practice and its Retention & Disposal Policy. The Council may have legal obligations to retain some data in connection with our statutory obligations as a public authority. The Council is permitted to retain data in order to defend or pursue claims. In some cases the law imposes a time limit for such claims. The Council will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. In general, the Council will endeavour to keep data only for as long as it is needed. This means that the Council will delete it when it is no longer needed.

Your Rights

You have the following rights with respect to your Personal Data:

When exercising any of the rights listed below, in order to process your request, the Council may need to verify your identity for your security. In such cases the Council will need you to respond with proof of your identity before you can exercise these rights.

1) *The right to access personal data we hold on you*

- At any point you can contact the Council to request the Personal Data it holds on you as well as why it has that Personal Data, who has access to the Personal Data and where the Council obtained the Personal Data from. Once the Council has received your request it will respond within one month.
- There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.

2) *The right to correct and update the Personal Data we hold on you*

- If the data the Council holds on you is out of date, incomplete or incorrect, you can inform it and your data will be updated.

3) *The right to have your personal data erased*

- If you feel that the Council should no longer be using your Personal Data or that it is unlawfully using your Personal Data, you can request that the Council erases the Personal Data it holds.
- When the Council receives your request it will confirm whether the Personal Data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).

- 4) *The right to object to processing of your personal data or to restrict it to certain purposes only***
- You have the right to request that the Council stops processing your Personal Data or ask it to restrict processing. Upon receiving the request the Council will contact you and let you know if it is able to comply or if the Council has a legal obligation to continue to process your data.
- 5) *The right to data portability***
- You have the right to request that the Council transfers some of your data to another controller. The Council will comply with your request, where it is feasible to do so, within one month of receiving your request.
- 6) *The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained***
- You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).
- 7) *The right to lodge a complaint with the Information Commissioner's Office.***
- You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Transfer of Data Abroad

It is not expected that any Personal Data will be transferred abroad. If any Personal Data is transferred to countries or territories outside the European Economic Area ("EEA") it will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union. Please note that the Council's website is also accessible from overseas and so on occasion some Personal Data (for example in a newsletter) may be accessed from overseas.

Further processing

If the Council wishes to use your Personal Data for a new purpose, not covered by this Privacy Notice, then it will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, the Council will seek your prior consent to the new processing.

Changes to this notice

The Council keeps this Privacy Notice under regular review and will place any updates on its web page www.wotton-under-edge.com

Contact Details

Please contact the Council if you have any questions about this Privacy Notice or the personal data held about you or to exercise all relevant rights, queries or complaints at:

The Data Controller, The Town Council, Wotton-under-Edge Town Council

Contact the Town Clerk on Email: clerk@wotton-under-edge.com