

Hanslope Parish Council Privacy Statement – Ratified 9th September 2019

Summary

We value the privacy of your personal information.

This Privacy Statement outlines how we collect, hold, use and disclose your personal information. By visiting our website, using any of our services, emailing us or providing us with your personal information, you agree to your personal information being collected, held, used and disclosed as set out in this Privacy Statement.

The Purposes for Which We Hold, Use and Disclose Personal Information

We collect personal information to assist us in providing services to the residents and businesses of Hanslope. The services we provide are varied but involve among other things, assisting various clubs and societies, managing relationships with our tenants, and dealing with complaints.

We also use the personal information that we hold, to contact you, to notify you about changes to our service, and on occasions to notify third parties.

We provide the personal information we collect to our employees, contractors (in some circumstances) and to our councillors. We may share contact details of committee members of clubs and societies to other committee members of different clubs and societies. We may share CCTV footage to external security companies or to the Police.

Where we disclose information to third parties, we limit the use and disclosure of personal information provided to us by them for the purposes for which we collected it.

We may also hold and use your personal information, and disclose your personal information to relevant third parties for the following purposes:

To deal with enquiries – we may need to collect your personal information to answer an enquiry you make;

Dealing with a complaint – for example a complaint made by you in respect of the Parish Council or other organisation in the village;

Dealing with anti-social or illegal activity in Hanslope Recreation Ground;

Other purposes – for any other purpose communicated to you at the time we collect your personal information or as required or permitted by law.

Occasionally we may be required or authorised to collect personal information because of laws in the United Kingdom or an order of a Court / Tribunal. If we are collecting personal information for this purpose, and we are permitted to do so, we will tell you.

Personal Information We Collect and Hold

The personal information we collect and / or hold about you and other individuals may include:

- name, date of birth, gender;
- contact details such as address, phone, fax and email;
- role held on a committee; and

– position in a company or details of you as a sole trader, and information that you may provide as part of a tender or contract.

What Happens if You Don't Give Us Your Personal Information

If you don't provide us with the required personal information, we and our clients may not be able to provide you with some or all services (e.g. we may not be able to access or assess your claim). Where we collect personal information from you, we expect you to tell us if you do not consent to us disclosing the personal information you provide to us to the types of third parties referred to above.

How We Collect and Hold Personal Information

How we collect:

We may collect personal information about you and other individuals in various ways including:

- over the phone, including telephone recordings;
- audio/visual recordings, including CCTV;
- in person;
- in writing, including via email and hard copy forms.

From whom we may collect:

We may collect such information directly from you or through a variety of third parties such as repairers, suppliers, consultants, and the police. We may also collect personal information from publicly available sources such as the phone book or public websites.

Holding personal information:

We hold personal information electronically and on paper / in hard copy.

For the personal information we hold electronically we take reasonable security measures including firewalls, secure logon processes, encryption and intrusion monitoring technologies.

For the information we hold in hard copy / on paper we have in place reasonable confidentiality procedures and we also take reasonable security measures. We also require third party providers to hold personal information securely.

Your Rights

Your information will be held for at least six years for legal, regulatory and accounting purposes and thereafter for as long as reasonably necessary.

You have the right to withdraw consent for us to process your information. You have the right to withdraw consent for us to process your information at any time.

You have the right to withdraw consent for us to pass your information to third parties that we have outlined in this policy.

Accessing your information:

You can make a written request to access the personal information we hold about you. If we aren't able to meet your request for access, we'll let you know why.

You have the rights to the following information: -

- The purpose(s) for which we are processing your information.
- The categories of personal information we hold about you
- The recipients or categories of recipient to whom the personal data have been or will be disclosed.
- The period for which we will store your information; or the criteria used to determine that period.

Further Rights:

To rectification or restriction of the way in which we are processing your information; or to object to us processing it.

To erasure of your personal information provided it is no longer necessary for the purposes for which it was collected; or where there is no legal basis for us processing it.

Where we have collected information about you from sources other than yourself, information about those sources.

To ask us whether any decisions are being taken about you by automated means and if this is happening; information about the logic involved and any significant consequences on you.

To ask us about the appropriate safeguards we take if we transfer your information to a third country or international organisation.

You can exercise any of these rights at any time by writing to the Parish Clerk at hanslopeparishcouncil@hotmail.com

If you are not satisfied about the way in which your information is handled you have the right to lodge a complaint to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Keeping your information accurate:

We take reasonable steps to ensure that the personal information we collect and store, use or disclose is accurate, up-to-date and complete. However, we rely on you to advise us of any changes to your information to help us do so. If you believe your personal information is not accurate, up-to-date or complete, then please let us know. If you'd like to request access to or seek correction of your personal information, please contact us. Our contact details are at the end of this Privacy Statement.

Complaints about how we handle your personal information:

If you have a complaint about our handling of your personal information or an alleged breach of the principles contained in the GDPR 2018 please contact us and provide us with the details of your complaint / the alleged breach as well as any supporting evidence. You can contact us on:

hanslopeparishcouncil@hotmail.com OR phone 07383091319.

We will promptly acknowledge the complaint, carefully investigate it and determine the steps that we will undertake to resolve your complaint. We will contact you if we require any further information and will provide you with our determination once it is made. If you are unhappy with our determination, please contact:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.