

Carbrooke Parish Council Privacy Notice

1. Introduction

Carbrooke Parish Council complies with the General Data Protection Regulation law which came into effect in May 2018. This Privacy Notice explains how we use your personal information and the ways in which we protect your privacy. This notice applies to all personal information collected by letter, email, face to face, telephone or online.

2. How we Use your Personal Information

We collect and use your personal information so we can provide you with statutory and other services. We use your information for the purpose for which you provided the information, including the delivery of services to you. We also use this information to monitor our performance in responding to your request.

3. What kinds of personal information about you do we process ?

Personal information that we will process includes:

- Personal and contact details (e.g. title, name, addresses, phone numbers)
- Copies of correspondence between you and the Parish Council (e.g. emails you have sent us)
- Services you receive from us, as well as have been interested in and have received, and any associated payment methods used
- Services and goods you provide to us, (e.g. as a sole trader)
- Employment details (if you are employed by the Parish Council)

4. What do we use your personal data for ?

We use your personal data, including any of the personal data listed in Section 3 above, for the following purposes:

- To respond to a request for a service, or manage services that we provide to you (or you provide for us, e.g. as a contractor)
- To monitor and record our communications with you and our staff (see below)
- To comply with legal and regulatory obligations, requirements and guidance, including those imposed by Health and Safety legislation
- To process financial transactions on behalf of the Council
- To assess job applications or to manage existing staff employment
- To assess applications to become a councillor

- To help investigate any concerns or complaints you may have about the services you receive or any other matters relating to the Council
- To process applications for grants
- To carry out our public duties and tasks

We will only share your personal information when we are permitted to or are required to by law, or we have your consent to do as required by law.

We will never use your personal information for purposes other than those for which it was provided or obtained without first obtaining your consent.

5. When do we share your personal information with other organisations ?

We may share information with the following third parties for the purposes listed above:

- Governmental and regulatory bodies, e.g. the District or County Council
- Other organisations and businesses who provide services to us such as back-up and email hosting providers, IT software and maintenance providers, document storage providers and suppliers of other back office functions
- Our bank (e.g. for making payments to you)
- Our auditors

The Parish Council is obliged to protect public funds. We may use personal information to help us detect and prevent fraud and ensure public money is spent in the most appropriate and cost-effective way. In order to achieve this, we may share information with other organisations which audit or administer public funds. This includes the Audit Commission, other local authorities, HM Revenue and Customs, and the Police.

We may use personal information to identify people who need extra support during emergencies or major incidents, eg emergency evacuation.

The Parish Council does not pass personal data to other organisations for marketing purposes.

6. Email

Emails that we send to you or you send to us may be kept as a record of contact. We may also store your email address for future use. If we need to email sensitive or confidential information to you, we will check that we are using the correct email address and may use additional security measures.

7. How and when can you withdraw your consent ?

You may not want us to collect or share your personal information, or you may set conditions on how we can use it. In these cases we may not be able to provide you with the service you need, or may only be able to provide it in a limited way. There are occasions when we have

to a statutory obligation to collect or use personal information. In those cases we will not be able to agree to your request.

Where we rely on your consent to process personal data, you can withdraw this at any time by contacting us using the details below, or via our website.

8. What should you do if your personal information changes ?

You should tell us so that we can update our records using the contact details below or via our website. We will then update your records if we can.

9. For how long is your personal information retained by us ?

Unless we explain otherwise to you, we will hold your personal information based on the following criteria:

- For as long as we are required to in line with legal and regulatory requirements or guidance
- For as long as we have reasonable needs, such as managing our relationship with you and managing our work
- For as long as we provide services to you

10. What are your rights?

Here is a list of the rights that all individuals have under Data Protection laws. They don't apply in all circumstances. If you wish to use any of them, we will explain at that time if they are appropriate or not.

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the "right to be forgotten")
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information ("data portability")

You have the right to complain to the Information Commissioner's Office which enforces Data Protection laws: <https://ico.org.uk/>

11. Changes to this Privacy Notice.

We may change this Privacy Notice from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. We encourage you to check this Privacy Notice for changes whenever you visit our website.

12. Queries and Complaints

If you have any questions about this privacy notice, or if you wish to exercise your rights or contact the DPO, you can do so via our website's Contact Us page, or by emailing carbrokeparishclerk@gmail.com

Alternatively, you can write to the Parish Council at Oakleigh House, Shipdham Lane, Scarning, NR19 2LB, or telephone 01362 687492(during office hours Monday to Wednesday).

Approved February 2024.

Next Review: February 2026 (or sooner if changes in the law require earlier review).