



Carterton Town Council

Privacy Notice

This sets out the type of information we collect (or are supplied with). It tells you how the information is held, who we share it with and how it is used. There are contact details for queries about your personal information. All personal data collected (or supplied) will be treated in accordance with current data protection laws in the UK. What information do we collect and what information are we supplied with?

When you contact us, we create a record in your name. To that record we add information that you give us. We keep records when you contact us. We collect and use information about councillors and employees. We are supplied with a copy of the register of electors by the district council. We do not sell personal information to other organisations.

If you do want to receive information about services from the parish/town council, we will ask you to make this choice when you contact us (NB all forms must seek explicit consent)

The data controller for your personal data is Carterton Town Council.

How do we use your information?

We use your personal information in the following ways:

- To process enquiries and applications (for example, about allotments or burial plots).
- To provide services to residents including sending you information about current and future services. It includes mailing lists for newsletters, agendas or minutes.
- To provide certain online facilities and/or services as referred to in the terms and conditions when you sign up for those facilities or services.
- To allow other organisations to provide services to residents.
- To carry out market research to help us plan and improve our services. We may contact you ourselves or ask outside research agencies to do so on our behalf. This might be done as part of preparing a Community Plan (or Neighbourhood Plan) if we carry out a survey to find out what the community thinks.
- To produce aggregated statistical information, including data for monitoring equality of opportunity.
- To collect or process payments

Who might we share the information with?

We might share information with the district/county council or emergency services where we consider this would be necessary or helpful. We would seek your explicit consent to this other than where such sharing was considered necessary in an emergency or for health and safety reasons.

If you write to us your letter will be in the public domain unless you make it clear you do not wish it to be and we are able to justify confidentiality under the relevant legislation (this is very unlikely to be the case in planning matters). If you are in debt to us, we may give other people information for the purposes of recovering the debt.

Your information may be used to detect and prevent fraud in respect of public funding and we may release information to the police and other law enforcement agencies for crime prevention and detection purposes if required to do so

Transfer of data outside the EEA

Carterton Town Council will only transfer your personal information outside the European Economic Area where necessary safeguards have been secured by contract [this might be unnecessary but many data centres, i.e. the cloud, are not necessarily in the EEA] How long do we keep data? Reference to data retention policy, if any. We will publish on our website any changes we make to our data protection/information management policies and notify you by other communication channels where appropriate. Where you exercise your right to removal of your personal data, we will continue to maintain a core set of personal data to ensure we do not contact you inadvertently in future. We may also need to retain some financial records about you for statutory purposes (e.g. anti-fraud and accounting matters). The 'right to be forgotten' is a qualified right and the public interest test will always be applied when a request for deletion of personal data is made.

How can I access the information you hold about me?

You are entitled to know what personal information the council holds about you and how that information is processed. You are entitled to ask for your personal data to be corrected where you believe it is inaccurate. You are entitled to withdraw your consent to the processing of your personal data by the council.

However, if the processing is necessary to provide you with the service (or information) you have requested then withdrawal may mean you will not receive that service or information. We will make it clear if this is the case and discuss your concerns directly with you before we stop processing your data.

Please make any requests or complaints to:

The Town Clerk, Carterton Town Council, Town Hall, 19 Alvescot Road, Carterton, OX18 3JL
Email: rspurs@carterton-tc.gov.uk

If you are dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner. There is no charge for making an appeal. Contact details are:

The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 01625 545745 or 0303 123 1113 (local rate) or email: casework@ico.gov.uk