



## Watton Town Council Privacy Policy

This Policy is regularly reviewed and was last updated on **23rd February 2022**

### 1. Introduction

Watton Town Council takes its obligation to protect your data very seriously. This privacy notice tells you what we do with your personal information when you make contact with us or use our services.

The Data Controller is Watton Town Council, unless we say otherwise.

As a data controller, we fully comply with the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 and the General Data Protection Regulations (EC Directive) 2016/679 (UK GDPR 2018).

ICO registration number – Z1509828

### Our contact details

Name: Jane Scarrott, Clerk to Watton Town Council

Address: Wayland Hall, Middle Street, Watton, Norfolk IP26 4RL

Phone Number: 01953 881007

E-mail: [clerk@wattontowncouncil.gov.uk](mailto:clerk@wattontowncouncil.gov.uk)

This policy is regularly reviewed and updated. If there is anything that you believe to be inaccurate or written in error, please let us know

### 2. The type of personal information we collect

Most of the personal information we process is given to us by you for one of the following reasons:

- You enquired with us.
- We are conducting business together
- We have conducted business together
- You provided us with details to communicate with each other
- You applied for a job
- You are representing a company or organisation

- We may also get personal information about you indirectly, in the following scenarios:
- From your own or company website
- From a third-party referral
- If an employee of ours gave your contact details as an emergency contact or as a referee.

### **3. What information we collect and how we collect it**

We collect personal information about you to enable us to provide our services to you. This includes:

- Name and address
- Email address and telephone numbers
- Any information you provide to us
- Any personal information you give to us

We do not ask for, collect, use, or disclose sensitive personal data, such as race, religion, or political affiliations.

#### **We collect your personal information in the following ways:**

- You have provided it to us to communicate with you.
- In meetings with you.
- When you correspond with us by email, phone, or other ways.
- When you engage in business with us.
- Identified from other third-party sources such as your website.

### **4. How we use the information and why we need it**

We use personal information to provide services and to meet contractual commitments. In addition, this could include:

**Processing** – this will include using the information provided by you for us to contact you and deliver any services you have asked for.

**Services** – as well as processing we will use your personal information to provide you with information about services you have asked about or would reasonably expect to receive from us.

**Legitimate interests** – we will also process your data when it is in our legitimate interest to do this and when these interests do not override your rights. These legitimate interests include providing you with information, feedback or offers by partner service providers.

**Consent** – where we need your consent, we will tell you as soon as possible and use that consent only for the reason you have given. You can always change your mind at any time by contacting us at our address or by email.

### **5. Who will see the information?**

Your information will only be accessible to our staff and only where it is appropriate in respect of the job they are doing. We will never sell your information or let other organisations use it for their purposes.

#### **We will only share your personal information**

- If you have consented to us doing so and for the specific reason your consent was given. You will have the opportunity to withhold consent when you complete the form on which we collect the data, or you can do so by writing to us at the address in 1 or sending us an email to [clerk@wattontowncouncil.gov.uk](mailto:clerk@wattontowncouncil.gov.uk)
- When we are legally required to, or because of a lawful request by a governmental or law enforcement authority.

## **6. Your rights**

### **Your right to be informed**

You have rights under data protection law that we need to make you aware of. The rights available to you depend on our reasons for processing your information.

### **Your right to access**

You have the right to ask us for copies of your personal information. This right always applies. There are some exceptions, which means you may not always receive all the information we process.

### **Your right to rectification**

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

### **Your right to erasure** (to be ‘forgotten’)

You have the right to ask us to erase (delete) your personal information in some circumstances.

### **Your right to the restriction of processing** (use of your data)

You have the right to ask us to restrict the processing of your information in some circumstances.

### **Your right to object to processing**

You have the right to object to us processing your data. If you ask us to stop, for example, you don’t want to receive emails from us, you can tell us, and we shall stop unless we can give you strong and legitimate reasons to continue.

### **Your right to data portability**

This only applies to any information you have given us. You have the right to ask that we transfer the information you gave us from us to another organisation or give it to you. The right only applies if we are processing information based on your consent.

### **Your rights concerning automated decision making and profiling**

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly affects you. (This is for information only as we do not use any automated decision-making processes)

### **Your right to complain**

We work to high standards when it comes to processing your personal information. If you have queries or concerns, please contact us at [clerk@wattontowncouncil.gov.uk](mailto:clerk@wattontowncouncil.gov.uk)

If you remain dissatisfied, you can make a complaint about the way we process your personal information to the Information Commissioners Office by calling 0303 123 1113, or by writing to:

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

ICO website: <https://www.ico.org.uk>

You can write to us about any of these rights at the address in 1 or by email to [clerk@wattontowncouncil.gov.uk](mailto:clerk@wattontowncouncil.gov.uk)

NB If your request is manifestly unreasonable because it is vexatious, repetitive on the grounds of costs or a diversion of resources we may either charge an appropriate fee or refuse your request (and shall explain why).

### **Sharing information**

In some circumstances, we are legally obliged to share information. For example, we might share information with other regulatory bodies to further their, or our, objectives. In any such circumstance, we shall satisfy ourselves that we have a lawful basis on which to share the information and document our decision making.

## **7. Your Privacy**

### **We aim to**

- tell you why we collect personal information, how we do this and what we use it for.
- only collect the information we need to deliver the service to you.
- never sell your personal information or let other organisations use it for marketing.
- keep all personal information up to date and make sure it is safe and secure.
- require any suppliers or partners who work with us to have privacy policies.

## **8. Security**

The security of your personal information is very important to us.

All information you provide to us is stored on secure servers in the UK.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

All personal data gathered by us is currently processed in the UK.

## **9. Cookies**

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. You have the right to decide what cookies can be used and you can turn them on and off before entering the website. To do this, close this webpage and re-open it. When the cookie notice pops up at the bottom of the page, click "More info and settings". Here you will find your options.

"Essential" cookies are needed to make the website work on your computer and cannot be disabled. All other cookies are "non-essential" and on our website are set to "disabled" unless you decide otherwise.

#### **10. Retention (keeping) of information**

We will only hold your information for as long as necessary for each purpose we use it. This will normally be two years from our last interaction with you unless for legal, taxation reasons or specified in law elsewhere it is necessary to keep it for a longer period.

11. Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting us:** The Data Controller, Watton Town Council. Wayland Hall, Watton, Norfolk IP26 4RL or email [clerk@wattontowncouncil.gov.uk](mailto:clerk@wattontowncouncil.gov.uk) Tel. 01953 881007

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

#### **12. How to contact us**

If you have any questions about this privacy policy or your rights regarding processing your personal information or wish to make a complaint, please contact: The Data Controller, Watton Town Council. Wayland Hall, Watton, Norfolk IP26 4RL or email [clerk@wattontowncouncil.gov.uk](mailto:clerk@wattontowncouncil.gov.uk) Tel. 01953 881007