

FIVEHEAD PARISH COUNCIL - GENERAL PRIVACY NOTICE

Fivehead Parish Council is committed to protecting your privacy when you use our services. The Privacy Notice below explains how we use information about you and how we protect your privacy.

Your personal data – what is it?

Personal information can be anything that identifies and relates to a living person. This can include information that, when put together with other information, can then identify a person. For example, this could be your name and contact details.

Who are we?

This Privacy Notice is provided to you by the Fivehead Parish Council which is the data controller for your data.

Why do we need your personal information?

We may need to use some information about you to:

- deliver services and support to you;
- manage those services we provide to you;
- help investigate any worries or complaints you have about your services;
- keep track of spending on services;
- to help with research and planning of new services.

How the law allows us to use your personal information

There are a number of legal reasons why we need to collect and use your personal information. Generally we collect and use personal information where:

- you, or your legal representative, have given consent
- you have entered into a contract with us
- it is necessary to perform our statutory duties
- it is necessary to protect someone in an emergency
- it is required by law
- it is necessary for employment purposes
- you have made your information publicly available
- it is necessary for legal cases
- it is to the benefit of society as a whole
- it is necessary to protect public health
- it is necessary for archiving, research, or statistical purposes

If we have consent to use your personal information, you have the right to remove it at any time. If you want to remove your consent, please contact fiveheadpc@gmail.com.

We only use what we need

Where we can, we'll only collect and use personal information if we need it to deliver a service or meet a requirement. If we use your personal information for research and analysis, we'll always keep you anonymous or use a different name unless you've agreed that your personal information can be used for that research. We don't sell your personal information to anyone else.

Who do we share your information with?

We may share your personal information across the Council and with other partner organisations, where this is necessary, e.g. to provide a service. We will never share your personal information with a third party unless we have a lawful reason to do. We sometimes share your information when we feel there's a good reason that's more important than protecting your privacy eg:

- in order to find and stop crime and fraud;
- if there are serious risks to the public, our staff or to other professionals;
- to protect a child;
- to protect adults who are thought to be at risk, for example if they are frail, confused or cannot understand what is happening to them.

Will you be contacted for marketing purposes?

We do not make your personal details available to third parties for marketing purposes. If you wish to have your name removed from a mailing list or have any questions please contact fiveheadpc@gmail.com.

What you can do with your information

The law gives you a number of rights to control what personal information is used by us and how it is used by us.

a) You can ask for access to the information we hold on you

You have the right to ask for all the information we have about you and the services you receive from us. When we receive a request from you in writing, we must give you access to everything we've recorded about you.

However, we can't let you see any parts of your record which contain:

- confidential information about other people; or
- data a professional thinks will cause serious harm to you or someone else's physical or mental wellbeing; or
- if we think that giving you the information may stop us or another organisation from preventing or detecting a crime.

This applies to personal information that is in both paper and electronic records.

b) You can ask to change information you think is inaccurate

You should let us know if you disagree with something written on your file. We may not always be able to change or remove that information but we'll correct factual inaccuracies and may include your comments in the record to show that you disagree with it.

c) You can ask to delete information (right to be forgotten)

In some circumstances you can ask for your personal information to be deleted, for example:

- where your personal data is no longer needed for the reasons why it was collected in the first place;
- where you have removed your consent for us to use your information (where there is no other legal reason for us to use it);
- where there is no legal reason for the use of your information;
- where deleting the information is a legal requirement.

Where your personal information has been shared with others, we'll do what we can to make sure those using your personal information comply with your request for deletion.

Please note that we can't delete your information where:

- we're required to have it by law;
- it is used for freedom of expression;
- it is used for public health purposes;
- it is for, scientific or historical research, or statistical purposes where it would make information unusable; or
- it is necessary for legal claims.

d) You can ask to limit what we use your personal data for

You have the right to ask us to restrict what we use your personal information for where:

- you have identified inaccurate information, and have told us of it;
- where we have no legal reason to use that information but you want us to restrict what we use it for rather than delete the information altogether.

Where possible we'll seek to comply with your request, but we may need to hold or use information because we are required to by law.

How do we protect your information?

We'll do what we can to make sure we hold records about you (on paper and electronically) in a secure way, and we'll only make them available to those who have a right to see them. Examples of our security include:

- Encryption, meaning that information is hidden so that it cannot be read without special knowledge (such as a password).
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it.
- Training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong.
- Regular testing of our technology and ways of working including keeping up to date on the latest security updates.

How long do we keep your personal information?

There's often a legal reason for keeping your personal information for a set period of time, we try to include all of these in our retention schedule.

Where can I get advice?

If you have any worries or questions about how your personal information is handled please contact fiveheadpc@gmail.com.