



## General Privacy Notice

**1) Who are we?** Cranbrook Town Council acts as '*data controller*' for any personal data you provide to us. That means we will ensure the data you give us is processed in line with our organisation's policies and with your rights under data protection law including the General Data Protection Regulations, Data Protection Act 2018.

If you have any queries about this Privacy Notice or the personal data we hold about you, please contact our Town Clerk at [clerk@cranbrooktowncouncil.gov.uk](mailto:clerk@cranbrooktowncouncil.gov.uk) or 01404 514552 or by post to Cranbrook Town Council office, Younghayes Centre, 169 Younghayes Rd Cranbrook, EX5 7DR.

Our Privacy Notice will be regularly reviewed, and we will post updated versions on our website at <https://www.cranbrooktowncouncil.gov.uk/governance/>

**2) What do we mean by 'data' and why is it important?** *Personal data* is any information about a living individual which means they can be identified from that data (for example a name, photographs, videos, email or postal address). It can be identification directly from the data itself or indirectly, gained by combining partially anonymised information with other information which can identify an individual. (For example, although a staff list might only use ID numbers, if a separate list of ID numbers gives corresponding names identifying staff in the first list, the first list will also be treated as personal data).

*Personal data* includes names, titles, aliases, photographs, images, contact details such as phone numbers, addresses and email addresses. If relevant to the services provided by us and or where you provide information to us, we may process information such as your gender, age, marital status, nationality, education/work history, academic/professional qualifications, hobbies, family composition, and dependants. Where you pay for activities such as use of a council hall or facility, financial identifiers such as bank account numbers, payment card numbers, payment/transaction identifiers, policy numbers and claim numbers may also be processed. Our processing may also include the use of CCTV systems for the prevention and prosecution of crime.

Certain information, such as criminal convictions, racial or ethnic origin, mental and physical health, details of injuries, medication/treatment received, political beliefs, trade union affiliation, genetic data, biometric data and data concerning sexual life or orientation is known as *Sensitive personal data* and is a special category of data which can only be processed in certain circumstances.

The processing of personal data is governed by legislation which applies in the United Kingdom which includes the General Data Protection Regulation (the GDPR) and other legislation relating to personal data and rights, such as the Human Rights Act.

**3) Why are we collecting your personal data?** We collect this to help us respond to your request or enquiry when you communicate with us. We should always have a lawful basis for the processing your personal data. Usually this will be with your consent and for a specific purpose. For example, we may hold contact details including name, telephone number(s), email address(es) and postal address(es) for the purposes of liaising with you about information or services you have requested and for invoicing and record keeping. Or it may be because there is a contract between us. We may also do so if the processing of your data is necessary for us to perform a task which is in the public interest and which has a clear basis in law, or if we have an obligation to process it to comply with the law, or if it is a vital interest (where processing is necessary to protect someone's life). [Legitimate interests for processing do not apply, as we are a public authority.] If we collect personal data for one reason we will not use it for a different purpose without your consent (unless there is a legal basis for doing so).

Please note that if you choose not to provide your personal data (or decide to withdraw your consent for us to use it, we may not be able to effectively respond to your request.

**4) How do we hold and use (process) your data?** Personal data is always stored securely. Our IT systems are robust and we will ensure appropriate technical and security measures are in place to protect your personal data from loss, misuse, unauthorised access or disclosure. Please see also sections **3)**, **5)** and **7)**.

**5) Who do we share your personal data with?** In some circumstances, so we can respond to your request or query, it may be necessary for us to share your name and other identifying information with other services or organisations, but we will not share your personal data outside our organisation unless we have a lawful reason to do so and we will aim to explain when we need to do this, ensuring we have your consent if that is necessary. [We do not currently transfer data outside the European Economic Area (EAA) but please be aware our website is accessible from overseas, so any data which is publicly visible (such as your picture in a news item) may be viewed overseas.]

**6) What do we mean by 'other organisations' (data controllers)?** These are other organisations we need to work with to provide services to you or to respond to your enquiry. For example, you contact us to ask us to investigate a faulty streetlamp and we need to contact the developer to do this, or you report a piece of damaged play equipment and we need to pass this to the organisation responsible for playground maintenance. In such cases, we may also need to retain your details, so we can provide an update if you have requested this. We will only, however, share the information which is needed by the other organisation and will explain when we are doing so. If we and the other data controller are processing your data jointly for the same purposes, we would be acting as joint data controllers which means we are all collectively responsible to you for your data. If the organisations are processing your data for their own independent purposes then each one will be independently responsible to you and if you have any questions, wish to exercise any of your rights or wish to raise a complaint, you should do so directly with the data controller of that organisation.

**7) How long will we hold your personal data?** We will keep your personal data only for as long as is necessary and in line with good practice. We will keep some records permanently if legally required to do so. We may keep other records for an extended period. For example, it is currently good practice to keep financial records for a period of 8 years to comply with HMRC (Her Majesty's Revenue & Customs) requests. As a public authority we may have other legal obligations to retain some data and are allowed to do so to defend or pursue claims (various time limits apply). In general, we aim to keep data only for as long as we need it. This means it will be deleted when it is no longer needed.

**8) Your rights** Under the General Data Protection Regulations, Data Protection Act 2018 you have the right to: access to your own personal data, request amendments (if there are errors) or deletion (removal) of your personal data under certain circumstances, object to the processing of your personal data, request a copy of the information you provided to us in machine readable format or withdraw your consent to any processing which relies purely on your consent. If any of these apply, please contact our Town Clerk in the first instance using the contact details in section **1**).

**9) Your right to complain** If you wish to complain about the way we have handled your personal data, please write to the Town Clerk in the first instance, clearly outlining your case. Your complaint will then be investigated in accordance with the Council's procedure. If you are still unhappy about the way your data has been handled, you can refer the matter to the Information Commissioner's Office at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Email: [casework@ico.org.uk](mailto:casework@ico.org.uk) or Tel: 0303 123 1113.

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