

PRIVACY NOTICE

Your personal data – what is it?

“Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be single or multiple forms of personal data. The processing of personal data is governed by UK legislation including the General Data Protection Regulation (the GDPR) and other local legislation relating to personal data and rights such as the Human Rights Act.

Who are the data controllers?

This Privacy Policy is provided to you by Potter Heigham Parish Council, which is the data controller for your data

What data is collected?

- Names, titles, and aliases, photographs
- Contact details such as telephone numbers, addresses, and email addresses
- Where they are relevant to the services provided by a council, or where you provide them to us, we may process demographic information including gender, age, marital status, nationality, education/work histories, academic/professional qualifications, hobbies, family composition and dependents
- Electoral number and land registration details
- Where you pay for activities such as use of a council hall, financial identifiers such as bank account numbers, payment card numbers, payment/transaction identifiers, policy numbers and claim numbers
- The data we process may include sensitive personal data or other special categories of data such as racial or ethnic origin, mental and physical health, details of injuries, medication/treatment received, political beliefs, trade union affiliation, genetic data, biometric data, data concerning and sex life or sexual orientation
- Website data

The council will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way
- Collected only for valid purposes that we have clearly explained to you
- Relevant to the purposes we have told you about and limited only to those purposes
- Accurate and kept up to date
- Kept only as long as necessary for the purposes we have told you about
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure

We use your personal data for some or all of the following purposes:

- To deliver public services including to understand your needs to provide the services that you request and to understand what we can do for you and inform you of other relevant services
- To confirm your identity to provide some services
- To contact you by post, email, telephone or using social media (e.g., Facebook, Twitter, WhatsApp)
- To help us to build up a picture of how we are performing
- To prevent and detect fraud and corruption in the use of public funds and where necessary for law enforcement;
- To enable us to meet all legal and statutory obligations and powers including any delegated functions
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice from time to time with the aim of
- ensuring that all children and adults-at-risk are provided with safe environments and generally as necessary to protect individuals from harm or injury
- To promote the interests of the council

- To maintain our own accounts and records
- To seek your views, opinions or comments
- To notify you of changes to our facilities, services, events and staff, councillors and role holders
- To send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other new projects or initiatives
- To process financial transactions including grants and payments for goods and services supplied to the council
- To allow the statistical analysis of data so we can plan the provision of services
- Our processing may also include the use of CCTV systems for the prevention and prosecution of crime

What is the legal basis for processing your personal data?

The council is a public authority and has certain powers and duties. Most of your personal data is processed for compliance with a legal obligation which includes the discharge of the council's statutory functions and powers. Sometime when exercising these powers or duties it is necessary to process personal data of residents or people using the council's services. We will always take into account your interests and rights. This Privacy Policy sets out your rights and the council's

obligations to you in detail. We may also process personal data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. An example of this would be processing your data for the acceptance of an allotment garden tenancy. Sometimes the use of your personal data requires your consent which we will first obtain from you.

Sharing your personal data

The council will implement appropriate security measures to protect your personal data. This section of the Privacy Policy provides information about the third parties with whom the council might share your personal data. These third parties also have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. We may need to share your data with some or all of the following:

- Our agents, suppliers and contractors. E.g. A commercial provider to publish or distribute newsletters on our behalf, maintain our database software
- On occasion, other local authorities or not for profit bodies with which we may carrying out joint ventures e.g. in relation to facilities or events for the community

How long do we keep your personal data?

Potter Heigham Parish Council will keep some records permanently if legally required to do so. We may keep records for an extended period of time e.g. financial records minimum period of 8 years to support HMRC audits or provide tax information. The council may have legal obligations to retain some data in connection with statutory obligations as a public authority. The council is permitted to retain data in order to defend or pursue claims and may retain some personal data for this purpose for as long as necessary. Data will only be kept for as long as is required and thereafter will be shredded or deleted from the computer/back-up drives

Your rights and your personal data

You have the following rights with respect to your personal data: When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights

- The right to access personal data we hold on you
- The right to correct and update the personal data we hold on you
- The right to have your personal data erased
- The right to object to processing of your personal data or to restrict it to certain purposes only
- The right to data portability
- The right to withdraw your consent at any time to the processing of data to which consent was obtained
- The right to lodge a complaint with the Information Commissioner's Office

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Policy, then we will provide you with a Privacy Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Changes to this policy

We keep this Privacy Policy under regular review and we will place any updates on this web page.

Contact Details

Please contact us if you have any questions about this Privacy Policy or the personal data we hold about you or to exercise all relevant rights: The Data Controller, Potter Heigham Parish Council, 5 Sceptre Close, Hellesdon, Norwich NR6 5HE Email: potterheighamparishcouncil@gmail.com Web: PotterHeighampc.norfolkparishes.gov.uk