



General Privacy Notice & Cookies.

Lutterworth Town Council respects your privacy and needs to collect and process data for the purpose of undertaking its duties and responsibilities and with providing public services to customers & residents.

The Town Council needs to collect and process data to operate as a body corporate and as an employer; such data includes personal information relating to councillors, staff and other role holders within the Town Council.

The information that you provide us with or that is gathered automatically helps us to monitor our services and to help deliver public services that you are entitled to as a local resident or a visitor to our website. Your visit to our website is anonymous (no personal information about you is recorded or gathered) unless you contribute or complete a form requesting information.

Cookies & traffic logs. Our website uses 'cookies' which we do not use to identify an individual. We use cookies to assist in the delivery of services to you and for technical reasons. A cookie is a small file placed on a user's computer by a website which logs information about the user for the use of the site next time the user visits. If you are registered to the site you can use cookies to stay logged in when returning. You can use your browser software to restrict, refuse, accept or remove information gathered from cookies to any third party.

Traffic Logs. We use traffic logs to identify which pages are being used and help us to analyse data regarding our web page and help to improve our Website to tailor it to our customer needs.

Links. Our website contains links to other sites. We are not responsible for the privacy practices within these sites. We would encourage you to read the privacy statements on other websites.

General Data Protection Regulation (GDPR)

This privacy notice is provided to you by Lutterworth Town Council which is the data controller.

Your personal data. "Personal Data" is any information about a living individual which allows them to be identified from data (for example a name, photograph, video, email address, postal address or telephone numbers).

The processing of personal data is governed by legislation relating to personal data which includes the General Data Protection Regulation (GDPR) the data protection act 2018 and

other legislation relating to personal data and the Human Rights Act.

Making sure your data is safe. GDPR is designed to create common privacy requirements and is a development of existing data protection legislation and is based on several key principles that can be summarised as follows:

- Personal information that we hold will be used lawfully, fairly and in a transparent manner.
- Personal data will only be collected for valid & legitimate purposes.
- The information will be relevant for purpose and limited to those purposes.
- Accurate and kept up to date.
- Kept only as long a necessary for those purposes.
- Information shall be kept and destroyed safely ensuring all appropriate technical and security measures are in place to protect from loss, misuse, unauthorised access and disclosure.

Other data controllers the council works with. We may need to share your personal data with other tiers of local government and partners so that they can carry out their responsibilities to the council.

The council will use some or all of the following personal data where necessary.

- Names, titles, aliases and photographs.
- Telephone numbers, addresses, email addresses.
- Where they may be relevant to the services provided by the council or where you provide them to us such as gender, age, marital status, nationality, education/work history, academic/professional qualifications, hobbies, family composition or dependants.
- Where you pay for activities such as a function hall, bank account numbers, payment card numbers and/or payment/transaction identifiers.

How we use sensitive personal data. Some types of data are described as “special categories of data” and will require higher levels of protection and we will need further justification for collecting, storing and using this type of data.

- Your racial or ethnic origin or religious information in order to monitor compliance with equal opportunities legislation.
- Information about your physical or mental health or condition in order to monitor sick leave and take decisions on your fitness for work.
- In order to comply with legal requirements and obligations to third parties.
- In limited circumstances, with your written consent.
- Where we need to carry out our legal obligations.
- Where it is needed in the public interest.

We may process this type of personal data where it is needed in relation to legal claims or where it is necessary to protect your interest (or someone else’s interests) and you are not capable of giving your consent, or where we may have already made the information public.

Do we need your consent to process your sensitive data. In limited circumstances we may approach you for your written consent to allow us to process certain sensitive personal data. If we do so, we will provide you with full details of the personal data that we would like and the reason we need it, so that you can carefully consider whether you wish to consent.

We may use your data for some or all of the following.

- To deliver public services including understanding your needs to provide the services that you request and to understand what we can do for you and inform you of any relevant services.
- To confirm your identity to provide services.
- To contact you by post, email, telephone or social media.
- To help us build a picture of how we are performing.
- To prevent and detect fraud and corruption in the use of public funds and where necessary for the law enforcement functions.
- To enable us to meet all legal and statutory obligations and powers including and delegate 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 protect as necessary individuals from harm or injury.
- To promote the interests of the council.
- To maintain our own records & accounts.
- To seek views, opinions or comments.
- To notify you of any changes to facilities, services, events, staff, councillors and other role holders.
- To send communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals or other new project or initiatives.
- To process relevant financial transactions including grants & payments for goods, services supplied to the council.
- To allow 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 obligations. Most of your personal data is protected for compliance with legal obligations which includes the discharge of the council's statutory functions & powers. Sometimes when exercising these powers or duties it is necessary to process personal data of residents or people using the council services. We will always take into account your interests and rights. This privacy notice sets out your rights and the council's obligations to you.

We may process personal data if it is necessary for the performance of a contract with you or take steps to enter into a contract. An example of this would be processing your data in connection with the use of sports facilities or the acceptance of an allotment garden tenancy.

Sometimes the use of your personal data requires your consent. We will first obtain your consent.

Sharing your personal data. This section provides information about third parties with whom the council may share your personal data. These third parties have an obligation to put in place appropriate security measures to protect your personal data. It may be likely that we need to share your data with some of the following but only where necessary.

- Other data controllers the council works with.
- Our agents, suppliers and contractors. We may ask a commercial providers to publish or distribute newsletters on our behalf or to maintain a database.
- On occasion other local authorities or not for profit bodies with which we are carrying out joint ventures in relation to facilities or events for the community.

How long we keep your personal data. We will keep some records permanently if we are legally required to do so. We may keep some records for an extended period of time. For example, it is currently best practice to keep financial records for a minimum of 8 years to support HMRC audits or provide tax information. We may have legal obligations to retain some data in connection with our statutory obligations as a public authority. The council is permitted to retain data in order to defend or pursue claims. In some cases the law imposes a time limit for such claims (3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. In general we will endeavour to keep data only for as long as we need it. This means we will delete it when it is no longer needed.

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. At any point you can contact us to request the personal data we hold on you as well as why we have that data, who has access to the personal data and where we obtained the data from. Once we have received your request we will have 1 month in which to respond.

There are no fees or charges for the first request but additional requests for the same personal data or request which are manifestly unfounded or excessive may be subject to an administration fee.

The right to correct and update personal data we hold on you. If the data we hold on you is out of date, incorrect or incomplete, you can inform us and the data will be updated.

The right to have your personal data erased. If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data you can request that we erase the data we hold on you.

When we receive your request we will confirm whether the personal data has been deleted or the reason why it cannot be deleted.

The right to data portability. You have the right to request that we transfer some of the data to another controller. We will comply with the request, where it is feasible to do so, within 1 month of receiving your request.

The right to object to the processing of your personal data or to restrict it to certain purposes only. You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receipt of the request we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your personal data.

The right to withdraw consent to the processing at any time for any processing of data to which consent was obtained. You can withdraw your consent easily by telephone, email or by post.

The right to lodge a complaint with the Information Commissioner's Office. You can contact the Information Commissioner's Office by telephoning 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, Wimslow, Cheshire, SK9 5AF.

Changes to this notice. We will keep this privacy notice under regular review and will place any updates on the website www.lutterworth.org.uk

This notice was last updated: August 2018.

Please contact The Lutterworth Town Council if you have any questions regarding this notice or the personal data we hold about you.

Contact Details.

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