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# GENERAL PRIVACY POLICY

Cleobury Mortimer Town Council is committed to protecting the personal information we hold of people who use our services.

We comply with all laws concerning the protection of personal information, including the General Data Protection Regulation (GDPR). We have security measures in place to reduce the risk of theft, loss, destruction, misuse, or inappropriate disclosure of personal information. All our systems have unique login details and access is only given to the staff who need it.

Your personal information is being processed by Cleobury Mortimer Town Council. We are devoted to managing personal information in line with current legislation and best practice, this includes the General Data Protection Regulation (GDPR) which became active from May 25th, 2018. Whenever you provide personal information, we will treat information in accordance with our Privacy Policy.

The information we collect will be obtained through our website, social media, by phone, correspondence and given in person. Cleobury Mortimer Town Council will process all personal data received whenever you access or sign up to any of our services, request information, make a complaint or participate in activities provided by us.

The personal data we collect is necessary to carry out our duties and responsibilities. This information may include such things as:

- Names, titles, aliases and photographs
- Contact details such as telephone numbers, addresses and email addresses
- Where they are relevant to the service provided by the council, or where you provide them to us, we may process information such as gender, age, marital status, nationality, education, work history, academic/professional qualifications, hobbies, family composition and dependants
- Financial details
- People captured by CCTV images

We also process sensitive classes of information that may include:

- Physical or mental health details
- Racial or ethnic origins
- Religious or other beliefs
- Trade Union membership

## **Who we may share this information with:**

- Business associates, professional advisers
- Family, associates and representatives of the person whose personal data we are processing.
- Suppliers
- Local and Central Government
- Financial organisations
- Police and emergency services
- Ombudsman and regulatory authorities
- Credit reference and debt collection agencies
- Healthcare professionals, social and welfare organisations
- Current, past or prospective employers
- Examining bodies
- Service providers



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#### **Reasons for process of personal information which include:**

- Maintaining our accounts and records
- Supporting and managing our employees
- Promoting the service we provide
- Carrying out health and public awareness campaigns
- Managing our property
- Carrying out surveys
- Crime prevention including the use of CCTV
- Corporate administration and all activities we are required to carry out as a data controller and a public authority
- Undertaking research
- Internal financial support
- Managing archive records for historical and research reasons
- Planning including applications and decision, building control, local plans and conservation

#### **Consent**

We will ask you for your permission to process your personal information if it is not covered by public task or legal duty. This might be when we want to use your information in a way that is different to the original purpose where there is no legal basis. If we rely on your consent to process your personal information you have the right to withdraw that consent at any time.

We will need the parental consent for children under the age of 13 years to hold their personal data. We will make reasonable efforts to verify age and parental responsibility.

#### **How long do we keep your personal data?**

Our Retention Policy provides a detailed breakdown of how long we will retain your personal data and can be found on our website. A copy of any of the council's policies will be provided upon request.

#### **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.

*i. The right to access personal data we hold on you*

*ii. The right to correct and update the personal data we hold on you*

*iii. The right to have your personal data erased*

*iv. The right to object to processing of your personal data or to restrict it to certain purposes only*

*v. The right to data portability*

*vi. The right relating to automated decision making/profiling*

#### **Transfer of Data Abroad**

Any personal data transferred to countries or territories outside the European Economic Area ("EEA") will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union. Our website is also accessible from overseas so on occasion some personal data may be accessed from overseas, (for example, in a newsletter).

#### **Further processing**

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



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### **Changes to this policy**

The effectiveness of this policy and associated arrangements will be reviewed annually.

### **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 relevant rights, queries or complaints at: Cleobury Mortimer Town Council, Cleobury Country Centre, Love Lane, Cleobury Mortimer, DY14 8PE.

Email: [council@cleobury.org.uk](mailto:council@cleobury.org.uk)

Telephone: 01299 271154

### **Further Information**

Further information and advice regarding data protection can be found by contacting 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.

### **Review**

The effectiveness of this General Privacy Policy and associated arrangements will be reviewed every two years.

Review Date: October 2025.