



LAVENHAM PARISH COUNCIL

Privacy Policy

Lavenham Parish Council is committed to protecting your privacy. We are registered with the Information Commissioners Office and our registered number is ZB424319. The Privacy Notice below explains how we use information about you and how we protect your privacy.

PERSONAL INFORMATION

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.

Some information is 'special' and needs more protection due to its sensitivity. It's often information you would not want widely known and is very personal to you. This is likely to include anything that can reveal your:

- sexuality and sexual health
- religious or philosophical beliefs
- ethnicity
- physical or mental health
- trade union membership
- political opinion
- genetic/biometric data
- criminal history

We very rarely need to collect anything of this nature. If we do, we make sure our handling of your data is secure.

WHY WE NEED TO USE YOUR PERSONAL INFORMATION

We may need to use some information about you to:

- maintain our accounts and records
- manage our property
- provide services to our residents and visitors
- train and manage the employment of our workers who deliver those services;
- help investigate any worries or complaints you have about your services;
- keep track of spending on and quality of services
- help with research and planning of new services.

THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

Generally, we collect and use personal information in these instances where:

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

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 the Parish Clerk at clerk@lavenham-pc.gov.uk so we can deal with your request.

We don't sell or pass your personal information to anyone else for marketing purposes.

YOUR RIGHTS

Data Protection law gives you a number of legal rights. These are:

- **The right of access (Data Subject Access Requests):**

You can ask the Council for a copy of the personal information it holds or processes relating to you. We should provide this within 1 month. If there is a great deal of information or it is difficult to identify and retrieve, then we can ask for a time extension. This applies to personal information that is in both paper and electronic records.

- **The right to rectification:**

Everyone is entitled to have their own personal data rectified / changed if it is inaccurate or incomplete. If an organisation has shared the personal data in question with anyone else, then it must also take all reasonable steps to inform them of the change. You will be asked to provide evidence of your identity and the correction so that the organisation can ensure your privacy rights are protected.

- **The right to erasure:**

The right to erasure, sometimes referred to as 'the right to be forgotten'. However, this is not an absolute right. In some circumstances you can ask for your personal information to be deleted, for example:

- Where your personal information is no longer needed for the reason 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 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 erasure.

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 required for public health purposes
- It is necessary for legal claims

- **The right to restrict processing:**

In some circumstances you have a right to restrict what processing an organisation carries out or ask that they stop processing your personal data. When processing is restricted, the organisation may continue to store your data but not to process it further. However, this right cannot overrule any legal obligation placed on the organisation to continue processing your personal information.

- **The right to data portability:**

Following a request for disclosure of your data, you have the right to ask for your information in a digital format so that you can reuse it for other purposes. For example, data portability could be used to upload your information to a third-party price comparison website to compare and identify best value for something like utilities or mobile phone use. It is unlikely that data portability will apply to most of the services you receive from the Council.

- **The right to object:**

Everyone has the right to object to the processing of their data in limited circumstances. However, you can only object based on "grounds relating to your particular situation". E.g., you may need to maintain a higher level of security due to the type of job you have. In these situations, an organisation must stop processing your personal data unless it can demonstrate compelling grounds for the processing, which override your interests, rights and freedoms or where processing is for the establishment, exercise or defence of legal claims.

- **Rights related to automated decision making and profiling:**

You have a right to request that decisions based solely on automated processing, including profiling, which may produce a legal effect or affect you significantly, have some form of human input so they are not automatically generated by a computer. This right is in place to ensure that potentially damaging decisions are not taken without some form of human intervention. This right also applies to 'profiling'. However, this Right will not apply if the decision:

- is necessary for entering into, or performance of, a contract between you and the Council
- is authorised by law, or is based on your explicit consent

Organisations are required to ensure that appropriate safeguards are in place to protect your rights, freedoms and legitimate interests and you can ask to have any computer-made decisions explained to you.

WHO WE SHARE YOUR INFORMATION WITH

We rarely share any of our information. We will only do so where necessary to deliver our services to you. Where we have these arrangements there is always an agreement in place to make sure that the organisation complies with data protection law.

We may share your personal information when we feel there's a good reason that's more important than protecting your privacy. This doesn't happen often, but we may share your information:

- in order to find and stop crime and fraud; or
- if there are serious risks to the public, our staff or to other professionals;
- to protect a child; or 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.

For all of these reasons the risk must be serious before we can override your right to privacy.

HOW 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

HOW LONG WE KEEP YOUR PERSONAL INFORMATION FOR

We will only keep your information for as long as it is required by us in order to comply with legal and regulatory requirements or for other operational reasons. The retention period is either dictated by law or by our discretion. Once your information is no longer needed it will be securely and confidentially destroyed.

HOW TO GET ADVICE AND REQUEST YOUR PERSONAL INFORMATION

Please contact the Parish Clerk at clerk@lavenham-pc.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO). Telephone 0303 123 1113 or visit ico.org.uk

Document control

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