



AUDLEM
PARISH COUNCIL

Audlem Parish Council Privacy Notice

Audlem Parish Council is registered as a data controller with the Information Commissioners Office (ICO registration ZA105006) as it collects and processes personal information about you. This applies to council staff and members of the public. It processes and holds your information in order to provide public services. This notice explains how the Council uses and shares your information. Information may be collected on a paper or online form, by telephone, email, CCTV or by a member of its staff, or one of its partners.

Why does the Council collect information about you?

The Parish Council needs to collect and hold information about you, in order to:

- deliver public services
- confirm your identity to provide some services
- contact you by post, email or telephone
- understand your needs to provide the services that you request
- understand what it can do for you and inform you of other relevant services and benefits
- update your customer records
- help it to build up a picture of how it is performing at delivering services to you and what services the people residing within the parish area require
- process financial transactions
- prevent and detect fraud and corruption in the use of public funds
- obtain your opinion about its services
- allow it to undertake statutory functions efficiently and effectively
- make sure it meets its statutory obligations including those related to diversity and equalities

Audlem Parish Council also collects personal data for the performance of roles fulfilling requests for information, responding to individual's rights requests, and investigating and responding to data protection complaints.

What information may the Parish Council collect about you?

Name
Email address
Home or Work address
Phone number
Date of birth
Bank account details

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Preferences or adjustments for communication

The Audlem Parish Council may also collect information classed as Special Category Data if such data is relevant to or associated with your communication, for example:

Health data – diagnoses, disabilities, medical requirements.

Political views

Religious or philosophical beliefs

Race or ethnic origin

Trade Union membership

Genetic data

Biometric data if used for identification

Sexual orientation or views

Information held by the Parish Council will usually be data that has been supplied directly by you, when you make a data protection complaint or a request regarding your data protection rights. The Parish Council may access personal data that you have provided directly to other services or departments in the Council.

How may the Council use your information?

The Council will use the information you provide in a manner that conforms to the General Data Protection Regulations (GDPR) or UK equivalent legislation. It will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information has to be kept. It will process your information for the following purposes:

- for the service you requested, and to monitor and improve the council's performance in responding to your request
- to allow us to be able to communicate and provide services and benefits appropriate to your needs
- to ensure that we meet our legal obligations
- where necessary for the law enforcement functions
- to prevent and detect fraud or crime
- to process financial transactions including grants, payments and benefits involving the council, or where we are acting on behalf of other government bodies, e.g. Department for Work and Pensions
- to collect monies owed to us
- where necessary to protect individuals from harm or injury
- to allow the statistical analysis of data so we can plan the provision of services It will not pass any personal data on to third parties, other than those who either process information on this Council's behalf, or because of a legal requirement, and it will only do so securely. The Council will not disclose any information that you provide in confidence to it, to anyone else without your permission, except where disclosure is required by law
- It may process your information overseas using web services that are hosted outside the European Economic Area, but only with appropriate data processing agreements in place that meet its obligations under GDPR or equivalent UK legislation.

Why is the Parish Council allowed to use your information?

Personal data and/or Special Category data is collected where it is for our official function in the public task. When this is the case, it is our legal obligation to process your data, for example, under:

Freedom of Information Act 2000

Data Protection Act 2018

UK General Data Protection Regulation

Environmental Information Regulations 2004

The Children's Act 1989 Representations Procedure (England)

Local Government Act 1974

Regulation of Investigatory Powers Act 2000

Where you provide us with information beyond the scope of these legal obligations, we will process this with your consent. If, in this situation you give consent, you have the right to withdraw your consent.

How long can the Parish Council keep your personal information?

We keep your information only for as long as is necessary to undertake our obligations. Information relating to complaints and requests for information is generally held for three years after closure but full details of the retention periods for different types of data are contained in the Council's Publication Scheme.

Information Sharing

The Parish Council may need to pass your information to third parties that provide services you have asked for. These providers are obliged to keep your details securely and use them only to fulfil your request. If the Parish Council wishes to pass your special category, personal or confidential information onto a third party, it will only do so once it has obtained your consent, unless it is legally required to do so. At no time will your information be passed to organisations external to this Council and its partners for marketing or sales purposes or for any commercial use without your prior consent.

Where appropriate to your case, personal data may be shared with elected representatives, justice of the peace's, or other regulatory bodies such as the Local Government Ombudsman and Information Commissioner's Office.

Detect and prevent fraud and crime

Audlem Parish Council is required by law to protect the public funds it administers. It may use any of the information you provide to it for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. This includes the Cabinet Office, the Department for Work and Pensions, other Local Authorities, HM Revenue and Customs and the Police. Section 68 of the Serious Crime Act 2007 enables public authorities to disclose information for the purposes of preventing fraud, as a member of a specified anti-fraud organisation or otherwise in accordance with any arrangements made with such an organisation.

Emergency Response Management

Data matching may also be used to assist the Parish Council in responding to emergencies or major accidents, by allowing the council, in conjunction with the emergency services, to identify individuals who may need additional support in the event of e.g. an emergency evacuation.

Emails

If you email this Council, it may keep a record of your contact and your email address and the email for our record keeping of the transaction. For security reasons this Council will not include any confidential information about you in any email it sends to you, unless you consent to this. The Parish Council suggests that you keep the amount of confidential information you send to it via email to a minimum.

How this Council protects your information

The aim of the Parish Council is not to be intrusive and won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it. It has an Information Governance Framework that includes a Data Protection and Privacy Policy and a set of Information Security policies. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. It provides training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly. It will not keep your information longer than it is needed or where the law states how long this should be kept. The Parish Council will dispose of paper records or delete any electronic personal information in a secure way. If you make a data protection complaint about a particular issue, your complaint will normally be shared in full with Audlem Parish Council. If your complaint involves outside partners who assist Audlem Parish Council in delivering services, details of your complaint may be shared with them too.

Your Rights

You have a number of rights under GDPR or equivalent UK legislation. See link for further information or contact the Parish Council if you cannot access the link – [How to access information from a public authority | ICO](#)

You have rights regarding your personal data, including withdrawing your consent where we have asked for it.

You can also ask for a copy of the information we hold about you and ask us to correct any matter of fact that is wrong. For detailed information about your rights please see the Council's Publication Scheme.

Further Information

The Parish Council will provide further information of what information is shared with other organisations on data collection forms, privacy notices and specific service sharing agreements. If you would like to know more, please contact the Clerk on 07783 580 406 or email parishcouncil@audlempc.co.uk

Changes to this Privacy Notice

Audlem Parish Council will continually review and update this privacy notice to reflect changes in its services and feedback from service users as well as to comply with changes in the law. When such changes occur, it will revise the last updated date at the top of this notice.

If not directly supplied by you, we may be provided with the personal data needed by third parties, for example, other local authorities, doctors, GPs, hospitals, police, DWP , HMRC .

How long we will keep your personal information

We keep your information only for as long as is necessary to undertake our obligations. Information relating to complaints and requests for information is generally held for three years after closure but full details of the retention periods for different types of data are contained in the Council's Publication Scheme.

How your information is stored

All information provided to our team is kept on secure electronic systems. These are all only accessible to appropriate Audlem Parish Council Clerk, and secured by passwords and, where appropriate, encryption.

What happens if you don't provide us with your information

If you do not provide the Audlem Parish Council with the personal data we require, we may not be able to assist you with your request or data protection complaint.

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