



Serving Durrington and Larkhill

## **DURRINGTON TOWN COUNCIL**

### **PRIVACY POLICY**

<b>POLICY REVIEW</b>	Reviewed April 2024
Signed	(Having been approved)
Minute reference	
Date ratified	June 2022
Date of next review	June 2025

#### **Our Contact Details**

Name: Town Clerk – Jo Tudor

Address: Village Hall, High Street, Durrington, SP4 8AD

Phone Number: 01980 654772

E-mail: [clerk@durringtontowncouncil.gov.uk](mailto:clerk@durringtontowncouncil.gov.uk)

We regard your privacy as important and comply with the General Data Protection Regulation (GDPR) 25th May 2018.

We process and hold information in order to provide public services. This notice explains how we use and share your information. Information may be collected on a paper/or online form, by telephone, email or by a member of our staff.

### **We Record Personal Information if You:**

- Apply for a service that requires personal information.
- Report a fault or activity and give your contact details for us to respond.
- Contact us and leave your details for us to respond.

### **Why We Collect Information**

We collect, hold and use information about you in order to:

- Deliver public services.
- Confirm your identity to provide some services.
- Contact you by post, email or telephone.
- Process financial transactions involving the Council.
- Understand your needs and provide the services that you require.
- Update your customer record.
- Help us build up a picture of how we are performing at delivering services.
- Prevent and detect fraud and corruption in the use of public funds.
- Make sure we meet our statutory and legal obligations.
- Provide the service you requested, and monitor and improve the Council's performance in responding to your request.
- Assist law enforcement functions.
- Prevent and detect crime.
- Protect individuals from harm or injury.
- Allow statistical analysis of data so we can plan the provision of services.

### **How We Use Your Information**

We will only use any personal information you send us for the purposes for which you provide it. We will only hold your information for as long as necessary. All employees who have access to your personal data are obliged to respect the confidentiality of your data. All your communications with us are protected against access by third parties.

The Council tries to keep the information we have about you accurate and up to date. If, however, you find errors or inaccuracies in your data, we will erase completely, or amend that information upon request. Our contact details are below.

### **Information Sharing**

We may share this information with other people and organisations that provide a service. These providers are obliged to keep your details securely and use them only to fulfil your request. If we wish to pass our sensitive or confidential information on

to a third party, we will only do so once we have obtained your consent, unless we are legally required to do so. We may disclose information to other partners where it is necessary, either to comply with a legal obligation, or where permitted under the GDPR.

### **Our Right to Process Information**

Under the GDPR, the lawful basis we rely on for processing this information are:

- We have your consent.
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.
- We have a legitimate interest.

### **How we store your personal information**

Durrington Town Council cares to ensure the security of personal data. We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and policies. We will only keep data for the purpose it was collected for and only for as long as is necessary, after which it will be deleted.

### **Your Data Protection Rights**

Under data protection law, you have rights including:

#### **Your Right Of Access**

You have the right to ask us for copies of your personal information.

#### **Your Right To Rectification**

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

#### **Your Right To Erasure**

You have the right to ask us to erase your personal information in certain circumstances.

#### **Your Right To Restriction Of Processing**

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

#### **Your Right To Object To Processing**

You have the right to object to the processing of your personal information in certain circumstances.

## **Your Right To Data Portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [clerk@durringtontowncouncil.gov.uk](mailto:clerk@durringtontowncouncil.gov.uk) if you wish to make a request.

### **Summary**

In accordance with the law, we only collect a limited amount of information about you that is necessary for correspondence, information and service provision. We do not use profiling, we do not sell your data and we do not pass your data to third parties without your consent. We do not use your data for purposes other than those specified. We make sure your data is stored securely. We delete all information deemed to be no longer necessary. We constantly review our Privacy Policy to keep it up to date in protecting your data.

### **How To Complain**

If you have any concerns about our use of your personal information, you can make a complaint to us addressed to

The Clerk  
Durrington Town Council  
Council Office, Village Hall  
High Street, Durrington  
Salisbury, Wiltshire  
SP4 8AD

or send an email to [clerk@durringtontowncouncil.gov.uk](mailto:clerk@durringtontowncouncil.gov.uk).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>