



PORTHLEVEN TOWN COUNCIL

PRIVACY STATEMENT

Porthleven Town Council regard your privacy as important and comply with the Data Protection Act 1998 and the General Data Protection Regulation (GDPR). Porthleven Town Council process and hold information to provide public services and to respond to queries. This notice explains how Porthleven Town Council use and share your information. Information may be collected on a paper or online form, by telephone, or by email.

Porthleven Town Council record personal information if you:

- contact the Council and leave your details for the Council to respond
- subscribe to or apply for services that require personal information
- Report a fault and give your contact details for the Council to respond

Reason for collecting information

Porthleven Town Council collect and hold information about you, 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 Porthleven Town Council can do for you and inform you of other relevant services and benefits
- obtain your opinion about our services
- update your customer record
- help the Council to build up a picture of how Porthleven Town Council are performing at delivering services
- prevent and detect fraud and corruption in the use of public services
- allow Porthleven Town Council to undertake statutory functions efficiently and effectively
- make sure Porthleven Town Council meet our statutory obligations
- run payroll for staff members
- make payment to contractors/ for service provision

Our Right to Process Information

Porthleven Town Council are permitted to process information under GDPR Article 6 (1) (a) (b) and (e) when:

- Processing is with consent of the data subject, or
- Processing is necessary for compliance with a legal obligation, or
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

How Porthleven Town Council use your information

Porthleven Town Council will only use any personal information you send the Council for the purposes for which you provide it. Porthleven Town Council will only hold your information for as long as necessary. All employees who have access to your personal data and are associated with the



handling of that data are obliged to respect the confidentiality of your data. All your communications to the Council are protected against unauthorised access by third parties.

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

Porthleven Town Council will process your information for the following purposes:

- for the service you requested, and to monitor and improve the Porthleven Town Council's performance in responding to your request.
- to allow Porthleven Town Council to be able to communicate and provide services and benefits appropriate to your needs.
- to ensure that Porthleven Town Council meet our legal obligations.
- where necessary for the law enforcement functions.
- to prevent and detect fraud or crime.
- to process relevant financial transactions including grants and payments for goods and services supplied to the Council
- where necessary to protect individuals from harm or injury.
- to allow the statistical analysis of data so Porthleven Town Council can plan the provision of services.

Information sharing

Porthleven Town Council may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely and use them only to fulfil your request. If Porthleven Town Council wish to pass your sensitive or confidential information onto a third party, Porthleven Town Council will only do so once the Council have obtained your consent, unless the Council are legally required to do so. Porthleven Town Council may disclose information to other partners where it is necessary, either to comply with a legal obligation, or where permitted under the Data Protection Act.

Where Porthleven Town Council need to disclose sensitive or confidential information to other partners, the Council will do so only with your prior explicit consent or where the Council are legally required to. Porthleven Town Council may disclose information when necessary to prevent risk of harm to an individual.

Information Security

Porthleven Town Council cares to ensure the security of personal data. The Council 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 appropriate policies. Porthleven Town Council will only keep your data for the purpose it was collected for and only for as long as is necessary. After which it will be deleted.

Children

Porthleven Town Council will not process any data relating to a child (under 13) without the express parental/ guardian consent of the child concerned.

Email



Emails that Porthleven Town Council send to you or you send to Porthleven Town Council may be kept as a record of contact. Porthleven Town Council may also store your email address for future use. If the Council need to email sensitive or confidential information to you, the Council will check that we are using the correct email address and may use additional security measures. If you need to send the Council sensitive information, Porthleven Town Council recommend using the recorded postal service or by hand. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

YOUR RIGHTS

Access to Information

You have the right to request access to the information Porthleven Town Council have about you. You can do this by contacting our Data Information Officer, porthleventc@tiscali.co.uk

Information Correction

If you believe that the information, Porthleven Town Council have about you is incorrect, you may contact us so that the Council can update it and keep your data accurate. Please contact porthleventc@tiscali.co.uk

Information Deletion

If you wish Porthleven Town Council to delete the information about you please contact porthleventc@tiscali.co.uk

Right to Object

If you believe that your data is not being processed for the purpose it has been collected for, you may object: Please contact porthleventc@tiscali.co.uk

Rights Related to Automated Decision Making and Profiling

Porthleven Town Council does not use automated decision making or profiling of individual personal data. Neither does the council pass on personal data to third parties for marketing purposes.

Summary

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

Complaints

If you have a complaint regarding the way your personal data has been processed you may make a complaint to Porthleven Town Council Data Information Officer: porthleventc@tiscali.co.uk and the Information Commissioners Office casework@ico.org.uk Tel: 0303 123 1113

Date: 26TH June 2019