

PRIVACY NOTICE

Tenby Town Council is the Data Controller and is committed to protecting the rights of individuals in line with the Data Protection Act and the General Data Protection Regulation.

The Council has a Data Protection Officer who can be contacted through tenbytownclerk@btconnect.com

The Council provides a wide range of community services. To provide some of these services we need to collect and use appropriate personal information; this may be collected on a paper or online form, by telephone, email, or by using CCTV or video footage including photographic and digital images, or in person by a member of our staff.

When you contact us, we may ask you for personal information such as your name, address, postcode, telephone contact details and so on. We will only use this information to provide you with the service you have requested or perhaps to satisfy a general query or complaint. If we need to use the information for any additional purposes or uses we will let you know when we collect it. Sometimes we have to share or confirm personal information with other parties; if we need to do this we will make it clear to you on the form, letter or email you complete to give us your information.

We will only share information when it is fair and lawful to do so.

We collect and hold your information to:

- Deliver public services;
- Confirm your identity to provide some services;
- Contact you by post, email or telephone;
- Understand what we can do for you and inform you of other relevant services and benefits; or obtain your opinion about our services.

Any information you provide to the Council will be stored securely and used for the purposes stated when the information was collected.

We will use the information you provide in a matter that conforms to the Data Protection Act and the General Data Protection Regulation. We 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. Your personal information will be stored in line with our [retention schedule](#).

The Council has a right to process information in accordance with the General Data Protection Regulation Article 6(1)(a), (b) and (e) and in particular where:

- 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 Council as the Data Controller.

We 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 we meet our legal obligations;
- to prevent and detect fraud or crime;
- to process financial transactions including grants and payments or where we are acting on behalf of Welsh Government;
- where necessary to protect individuals from harm or injury;
- to allow statistical analysis of data so we can plan for the provision of services.

We do not use any form of automated decision making or the profiling of individual personal data. Furthermore, we will not pass any of your personal information on to third parties, other than those who either process information on our behalf, or because of a legal requirement.

Where possible we will only pass on information after we have ensured that sufficient steps have been taken to protect the personal data by the recipient.

We will not process any data relating to a child (under 13) without parental or guardian consent of the child concerned.

We will not disclose any information that you provide 'in confidence' to us, to anyone else without your permission, except in situations where disclosure is required by law, or where we have good reason to believe failing to share the information will put someone else at risk.

We will not process your information using web services that are hosted outside the European Economic Area.

At no time will your information be passed on to organisations external to us for marketing or sales purposes or for any commercial use.

Telephone calls to the Council are not recorded.

Emails – if you email us we may keep a record of your contact and your email address and the email for our record keeping of the transaction. For security reasons we will not include any confidential information about you in any email we send to you, unless you consent to this.

We suggest that you keep the amount of confidential information you send us via email to a minimum.

Any information provided where you enquire about services or you wish to tell us something else such as making a comment, compliment or complaint will be used for the purposes which we reasonably believe it was provided for.

Where an individual has indicated that they would like to receive further information from the Council, this information is processed with their consent.

Where the Council is relying on consent to process personal data, the individuals have the right to withdraw their consent and can do so by contacting the Council's Data Protection Officer through tenbytownclerk@btconnect.com

Individuals have a right to access their own personal information, to object to the processing of their personal information, to rectify, to erase, to restrict and to port personal information.

Any requests or objections should be made in writing to the Council's Data Protection Officer at:

Tenby Town Council
De Valence Pavilion
Upper Frog Street
Tenby
Pembrokeshire SA70 7JD

01834 842730

Email: tenbytownclerk@btconnect.com

Data Protection legislation requires the Council to keep information secure. This means that confidentiality will be respected and all appropriate measures will be taken to prevent unauthorised access and disclosure. Only members of staff who need access to relevant information will be authorised to do so. Information held in electronic form will be subject to password and other security restrictions, while paper files will be stored in secure areas with controlled access.

Where individuals are unhappy with the way in which their personal data has been processed, they may in the first instance contact the Council's Data Protection Officer using the contact details above.

In the event that any complaint is not resolved then the issue may be taken to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office – Wales
2nd floor, Churchill House
Churchill Way
Cardiff
CF10 2HH
Telephone: 029 2067 8400

Email: wales@ico.org.uk

17/05/2018