



Privacy Notice

1. Information we collect	2
2. How we use your information	2
3. Information sharing	2
4. Detect and prevent fraud or crime	3
5. Telephone calls	3
6. Emails	3
7. Using our website	3
8. CCTV/Surveillance	3
9. How we protect your information	4
10. Your information	4
11. Your rights	4
12. Changes to this privacy notice	4

Privacy Notice

The privacy of your personal data when using our website is important to us, we are dedicated to safeguarding and preserving your privacy when you are visiting our site or communicating electronically with us. The Privacy Notice explains what happens to any personal data that you provide to us, or that we collect from you. The content of the notice is reviewed regularly.

1. Information we collect

Should you use our 'contact us' link, the only data that we will hold is that which you have given us, your email address and any personal data that you disclose within the email.

Highworth Town Council is registered as a data controller under the Data Protection Act (ICO registration Z1193425) as we may collect and process personal information about you. This applies to Council staff and members of the public.

We process and hold your 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, CCTV or by a member of our staff, or one of our partners.

Why do we collect information about you? We need 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
- update your customer records
- process financial transactions
- prevent and detect fraud and corruption in the use of public funds
- obtain your opinion about our services

We may not be able to provide you with a product or service unless we have enough information, or your permission to use that information.

2. How we use your information

We will use the information you provide in a manner that conforms to the Data Protection Act. 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. 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 process financial transactions including grants, payments and benefits involving the Council, or where we are acting on behalf of other government bodies, e.g. HMRC, Department for Work and Pensions
- to collect monies owed to us
- where necessary to protect individuals from harm or injury

3. Information sharing

We may need to pass your information to other people and organisations that provide the most appropriate services. These providers are obliged to keep your details securely, and use them only to fulfil your request. We do not collect sensitive information from our residents; if we wish to pass any confidential information onto 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 Data Protection Act, e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime. We may disclose information when necessary to prevent risk of harm to an individual. We may process your information overseas, but only with data processing agreements that meet our obligations under the Data Protection Act. At no time will your information be passed to organisations external to us and our partners, for marketing or sales purposes or for any commercial use.

4. Detect and prevent fraud or crime

Highworth Town Council is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of fraud. We 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 all or any central government departments, 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 antifraud organisation or otherwise in accordance with any arrangements made with such an organisation.

5. Telephone calls

We will inform you if we record or monitor any telephone calls you make to us. If any recording takes place this will be used, to increase your security, for our record keeping of the transaction and for our staff training purposes.

6. 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 to us via email to a minimum and use our online form.

7. Using our website

The Highworth Town Council website (<http://www.highworthtowncouncil.gov.uk>) does not store or capture personal information, but merely logs a number called your IP address which is automatically recognised by the system. The system will record personal information if you:

- report a fault and give your contact details for us to respond;
- contact us and leave your details for us to respond.

We do not employ cookie technology on our web site. (A cookie is a string of information that is sent by a website and stored on your hard drive or temporarily in your computer's memory). This statement only covers the Council website maintained by us, and does not cover other websites linked from our site.

8. CCTV/Surveillance

CCTV is installed on the outside of some of our buildings for the purposes of monitoring building security and crime prevention and detection. In all locations, signs will be displayed notifying you that CCTV is in operation and providing details of who to contact for further information about the scheme. Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

You have the right to see images of yourself in accordance with the Data Protection Act and be provided with a copy of the images. We will only disclose images to other authorised bodies who intend to use it for the purposes stated above. Images will not be released to the media for entertainment purposes or placed on the internet for public viewing. We operate CCTV and disclose in accordance with the codes of practice issued by the Information Commissioner and the Home Office.

9. How we protect your information

We are working to ensure our record keeping remains accurate and efficient. Basic customer records will comprise of your name and title, address and contact details (telephone/email), information which can be used to confirm your identity, a brief summary of your contact with the Council, and an indication of the services used. This will not contain extensive details of the services you have received however, this will also enable us to amend any other database held with changes to your address and contact information.

Our aim is not to be intrusive, and we won't ask irrelevant or unnecessary questions. The information you provide will be subject to rigorous procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it. We provide 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. We will not keep your information longer than it is needed or where the law states how long this should be kept. We will dispose of paper records or delete any electronic personal information in a secure way.

10. Your rights

You have the right to request that Highworth Town Council stop processing your personal data in relation to any Council service. However, this may cause delays or prevent us delivering a service to you. Where possible we will seek to comply with your request but we may be required to hold or process information to comply with a legal requirement. We try to ensure that any information we hold about you is correct. There may be situations where you find the information we hold is no longer accurate and you have the right to have this corrected. Please contact the Council should you have a request for this to happen.

You are legally entitled to request access to any information about you that we hold, and a copy. Further information If you would like to know more please contact the Clerk on 01793 762377, email admin@highworthtowncouncil.gov.uk or write to us at: Town Clerk, Highworth Town Council, The Council Offices, 3 Gilberts Lane, Highworth SN6 7FB

11. Changes to this privacy notice

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