



Parish Council

CENTRAL SWINDON NORTH PARISH COUNCIL

Privacy Policy

REVIEW DATE	ACTION	BY WHOM
June 2026	Full Review	AC

Privacy

PRIVACY NOTICE - YOUR PERSONAL DATA

1. Who We Are

Central Swindon North Parish Council is the **Data Controller** for the personal data you provide to us. This means we are responsible for deciding how we hold and use personal information about you.

2. What Personal Data We Collect

We only collect a limited amount of information necessary to interact with you, deliver public services, and respond to your inquiries. This includes:

- **Contact details** (such as your name, email address, postal address, and telephone number) as provided via our online contact forms or direct correspondence.
- **Information collected whilst working with you** or providing local services (e.g., community facility bookings, allotments, or local maintenance requests).
- **Technical data** (such as cookies or website analytics) when you browse our official website to help us improve user experience.
- *Note: We do not collect real-time, location-based tracking information.*

3. Why We Need It (Lawful Basis for Processing)

Under the UK General Data Protection Regulation (UK GDPR), we must have a valid legal reason to process your personal data. We rely on the following bases:

- **Public Task / Statutory Duty:** To deliver, administer, and manage local government functions and public services effectively (e.g., handling community maintenance issues).
- **Contractual Necessity:** To fulfil agreements made directly with you (e.g., booking a parish facility or managing an allotment tenancy).
- **Consent:** Where you have explicitly opted in to receive marketing communications, parish newsletters, or community updates from us. You have the right to withdraw this consent at any time.

4. What We Do With It & Where It Is Stored

All personal data is securely handled and processed by our staff within the UK.

For the purposes of secure IT hosting, data management, and software-as-a-service (SaaS) maintenance, your information may be safely stored on secure servers located within the European Union (EU). These locations are fully protected under adequacy regulations ensuring data safety.

We do not sell your data or pass it to third parties for marketing purposes. No third parties have access to your personal data unless:

- It is necessary to fulfil a service you requested (e.g., a trusted contractor fixing a reported parish asset).
- We are explicitly permitted or required to do so by law (e.g., preventing fraud or assisting law enforcement).

5. How Long We Keep It

We only retain your personal data for as long as is necessary to fulfil the purposes for which it was collected, including satisfying any legal, accounting, or historical reporting requirements:

- **General Correspondence:** Retained only as long as necessary to fully resolve your inquiry or transaction.
- **Marketing & Updates:** Retained until you notify us that you no longer wish to receive this information (by unsubscribing or requesting deletion).
- **Statutory Records:** Held in line with our formal Document Retention Policy and statutory local government timelines.

6. Your Legal Rights

Under the UK GDPR and Data Protection Act 2018, you have robust rights regarding your personal information. You have the right to:

- **Access:** Request a copy of the personal data we hold about you (a Subject Access Request).
- **Rectification:** Request that we correct any inaccurate or incomplete data.
- **Erasure ("Right to be Forgotten"):** Request that we delete your data where there is no overriding legal reason for us to continue processing it.
- **Restriction:** Request that we temporarily restrict the processing of your data if you contest its accuracy or our processing methods.
- **Object:** Object to us processing your personal data, particularly regarding marketing or where we rely on legitimate/public interests.

7. How to Contact Us or Lodge a Complaint

If you believe the information we hold on you is incorrect, wish to exercise any of your rights, or have a complaint about how your data has been handled, please contact the Council directly.

Data protection enquiries may be directed to the Council at:

- admin@centralswindonnorth-pc.gov.uk.

The Council will ensure that any request relating to data protection rights is handled by an appropriate officer or appointed Data Protection Officer.

If you remain unsatisfied with our response, or believe we are processing your personal data outside the scope of UK law, you have the statutory right to lodge a formal complaint with the UK's supervisory authority:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113 | **Website:** www.ico.org.uk