



COLNE TOWN COUNCIL

Data Protection Fair Processing Notice

Prepared by: Naomi Crewe, Town Clerk

Reviewed by Full Council May 2020

Review date: May 2021

Colne Town Council is committed to handling and storing personal information in compliance with the terms of the Data Protection Act 2018, which is the UK's implementation of the European Union's General Data Protection Regulation (GDPR). Information is obtained directly from individuals, through our website by completing web forms or by other means such as phone calls, e-mail, printed forms, or in person.

In all instances, Colne Town Council is the Data Controller and is registered with the Information Commissioners Office as such.

This privacy statement applies to external stakeholders, customers and the public. A separate privacy policy is in place for staff, councillors and other volunteers.

Whose information do we collect?

We collect personal information about the following categories of people:

- Tenants
- Ticket Buyers
- Allotment Holders
- Suppliers
- Traders
- Newsletter Recipients
- Website Users (only through entry forms or our Contact Us page)
- Public captured on Town Centre CCTV
- People hiring the building, or spaces within it
- Enquirers

What information do we collect?

Depending on the nature of your relationship with Colne Town Council, we may collect some or all the following information:

- Biographical – name, title, previous surname, date of birth or age, gender, ethnicity, faith, or information that indicates your socio-economic status
- Contact details – postal address, email address, phone number(s)
- Access requirement
- Medical information
- Occupation and professional activities
- Your image or images of identifiable information such as car registration (event photographs/videos and CCTV)
- Record of payments (payment for tickets are managed through a third party, Tickets Source. Bank account details are retained only to process direct debits and payments via BACS. Card details for phone payments are not retained)
- Attendance at events

We will only collect this information when there is a legitimate reason for doing so.

How do we collect the information?

Information is collected under the following circumstances:

- Booking tickets or other purchases

- Subscribing to a Colne Town Council mailing list or to other marketing communications
- Providing information via surveys about visitor experience
- Taking part in a competition on social media
- Through personal contact with a staff member or Councillors
- Registering as a Trader (for example at a market) or a Supplier
- Contacting us through our website
- Registering to manage an Allotment site

We use 'Cookies' on our website to allow us to see how our website is used and to improve our services to you. None of this information identifies you personally. For more information see below.

Why do we collect the information?

We collect the information in order to:

- Provide and manage services and events that we provide
- Manage contact with and provide information as needed for Council business.
- Communicate news about Colne Town Council and events that we deliver
- Understand who our audience is for events to improve our services
- Provide appropriate information to grant providers or funders (any information shared is anonymised)
- Provide an appropriate environment, schedule, or level of support to participants in events
- Carry out any duties that relate to the role of Colne Town Council as a local government body

Under the terms of the GDPR the lawful bases for personal processing information are:

- To fulfil a contract (e.g. ticket purchase)
- To pursue our legitimate interests (e.g. communicating with current or potential Traders, Suppliers or Allotment holders)
- When consent has been given to us (e.g. online mailing lists)

Who collects the information?

Information is collected by, and on behalf of, Colne Town Council.

Do we share your information?

It is our policy not to share personal information with third parties. On occasions, where we feel there is a compelling benefit to share information, we would only share your data with a third party with your explicit consent.

How long do we hold the information?

Information is retained for the minimum time necessary for the purpose for which it is required.

We want to be sure that we have the most up-to-date information for you. If you discover that we have outdated information, such as postal address, telephone number or email address, please update Colne Town Council by emailing admin@colnetowncouncil.org.uk

Where is your information stored?

Your information is stored on secure, password-protected databases and networks or, in the case of paper copies in locked storage cabinets. Access to the information is given only to staff or councillors with the appropriate authorisation and based on an operational need to access the Data.

CCTV

Colne Town Council operates CCTV camera surveillance throughout the Town Hall and Town Centre. The system is in place to reduce the threat of crime generally, protecting Colne Town Hall and Town Centre and helping to ensure the safety of staff, visitors and the public. The images are stored securely and monitored in a controlled space. Images may be shared with Lancashire Constabulary if required for the investigation of crime; Third parties can request footage for legitimate reasons, there is a fee for requesting CCTV footage. For more information on the fee structure and what is considered legitimate reason, please contact admin@colnetowncouncil.org.uk

Photography

Colne Town Council uses photography and film taken at events to promote its activities, build new audiences and report to funders. These images may be used on our website, social media channels and in written reports to funders. Any events being photographed will be notified to make the public aware. The public may request not to be photographed. Where possible, we will seek parental consent to take photographs of children and young people under the age of 18. Where consent has not been provided and a young person is identifiable, the pictures will not be used.

Your rights

You have the right to request copies of any of your data held by Colne Town Council. If you would like to request this, please e-mail admin@colnetowncouncil.org.uk.

You have the right to have your data rectified or erased (the right to be forgotten). If you would like to request this, please e-mail admin@colnetowncouncil.org.uk.

If you no longer want us to use or process your data, you can opt out at any time via the unsubscribe link included in emails or contact admin@colnetowncouncil.org.uk

Contact and complaints

If you have any queries or complaints about this policy, please contact Data Protection, Colne Town Council, Colne Town Hall, Albert Road, Colne, BB8 0AQ or send an e-mail to admin@colnetowncouncil.org.uk

If you are dissatisfied with Colne Town Council's response to your request for access to your data, handling of your request to rectify or erase your data, or handling of your data-related complaint you may contact the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel.: 0303 123 1113 or visit <https://ico.org.uk/concerns/>

Use of cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. The cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to

respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any identifiable information about you. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

The website uses Google Analytics to collect statistical data – please visit Google Analytics Terms of Service for full details.

Changes to this privacy policy

This privacy policy is reviewed annually, If this privacy policy changes in any way, we will place an updated version on this page.

Who to contact about the policy

Please email admin@colnetowncouncil.org.uk or call 01282 861888.