



CHILTON TOWN COUNCIL

GENERAL PRIVACY NOTICE

Privacy Policy for Chilton Town Council

Chilton Town Council is committed to protecting your privacy and ensuring the lawful and secure processing of your personal data. This policy explains how we collect, use, and protect your personal information in compliance with the General Data Protection Regulation (GDPR) and relevant data protection laws.

What Information We Collect

We collect personal data that you provide directly to us through contact forms, applications, bookings, requests, consultations, recruitment, as an employee, Councillor or volunteer, agreements, licences, contracts, quotes, complaints, accident and incident recording, or other interactions with the Council. This may include your name, address, phone number, email address, and any other details necessary to provide requested services or fulfil legal obligations, or provided by you. We also take photographs and record CCTV footage for legitimate purposes. We may also collect information indirectly when you visit our website, such as IP addresses, browser types, and pages accessed, for analytics and website functionality purposes.

How We Use Your Data

We use your personal data to provide Council services, respond to enquiries, maintain records, process applications such as allotments or event registrations, confirm your identity where needed, send updates about Council meetings, events, and services, comply with legal and regulatory requirements, and improve the delivery of our services, and to enable us to meet legal and statutory obligations. Your data will not be used for purposes beyond those outlined without your consent.

Legal Basis for Processing Data

We process your personal data under the following legal bases: performance of a contract to deliver requested services, compliance with legal obligations, legitimate interests of the Council to carry out its public duties, and consent for specific uses, such as receiving newsletters or marketing updates.

Data Sharing

We do not sell or trade your personal data. Your information will only be shared with third parties when necessary to fulfil a service, comply with legal requirements, or with your explicit consent. Examples include contractors for maintaining Council facilities, software for maintaining Council services and records, IT service providers for website management, or government authorities for statutory reporting.

Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected or to comply with legal and regulatory obligations. Once the retention period expires, your data will be securely deleted or anonymised.

Your Rights

Under GDPR, you have the following rights regarding your personal data: the right to access your personal data and request a copy of the information we hold, the right to request corrections or updates if your data is inaccurate or incomplete, the right to request the erasure of your data in certain circumstances, the right to restrict or object to the processing of your data, and the right to request your data in a portable format for transfer to another organisation. To exercise any of these rights, please contact us using the details below.

Data Security

We take the security of your personal data seriously and implement appropriate measures to protect it from unauthorised access, disclosure, alteration, or destruction. This includes using secure servers, encryption for data transmission, and limiting access to personal data to authorised personnel only. We also regularly review and update our data protection policies to ensure compliance with best practices.

Website Analytics and Cookies

Our website uses cookies to enhance user experience and collect anonymous analytics data to improve functionality. You can manage or disable cookies through your browser settings. Any data collected via cookies is used solely for improving the website's performance and is not linked to identifiable individuals.

How to Contact Us

If you have questions about this Privacy Policy or wish to exercise your rights under GDPR, please contact the Town Clerk:

Phone: 01388 721788

Email: townclerk@chiltondurham-tc.gov.uk

Address: Hutton House, Durham Road, Chilton.

Complaints

If you believe your data has been handled unlawfully, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): **Website:** www.ico.org.uk **Phone:** 0303 123 1113.

Policy Updates

This Privacy Policy is reviewed when required and may be updated to reflect changes in data protection laws or Council practices.