

BUCKHURST HILL PARISH COUNCIL



PRIVACY POLICY

NOVEMBER 2020

Adopted 19 November 2020

Privacy Policy

Who are we

We are Buckhurst Hill Parish Council and can be contacted on the contact details below:

Email: office@buckhursthillpc.gov.uk

Address: 165 Queens Road, Buckhurst Hill, Essex, IG9 5AZ

Why do we collect and use your personal information

We collect and use your personal information in order for us to manage your enquiry and provide you with information about our products/services that you have enquired about.

What happens if I do not provide my personal information?

We need your personal information in order to provide you information about our products/services. If we do not collect your personal information we will not be able to provide our services to you.

How we protect your information

Your data is securely password protected and securely held on a server. Our website server is protected and regularly scanned for malware and viruses. We do not store any credit/debit card details.

Who will we share your personal information with?

We will not pass your personal information onto any third parties.

Transferring your personal information outside Europe

We will not share your personal information with organisations based outside Europe.

How long will we store your personal information?

We only keep your data for the purpose(s) it was collected for and only for as long as is necessary by law or following guidance from professional bodies and best practice, after which it is deleted.

What are your rights in relation to your personal information?

Right to access

You have the right to request copies of the personal information we hold about you at any time.

Right to rectification

You have the right to request that we correct any inaccurate personal information we hold about you.

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Right to erasure

You have the right to request that we delete your personal information from our records.

Please note that we will not be able to delete your personal information whilst we are still providing our services to you. We will be able to delete your personal information once you cancel the service or once the service is completed.

Right to restrict processing

You have the right to request that we restrict how we use your personal information.

Right to object

You have the right to object to the collection and use of your personal information at any time.

Right to data portability

You have the right to obtain a copy of your personal information in a legible and compatible format such as Excel or Word.

Right to withdraw consent

You have the right to withdraw your consent for us to use your personal information to send marketing information to you. Each marketing email that we send you will include a link which you can follow to opt-out of future marketing.

How can I exercise my rights in relation to my personal information?

You can exercise all of your rights by contacting us on any of the above contact details.

How do I lodge a complaint about the use of my personal information?

If you have a complaint about the way your personal data has been processed please contact us and we will pass your complaint to our independent Data Protection Officer. Our Complaints Policy can be viewed at

<https://www.buckhursthillpc.gov.uk/policies-and-procedures/>

You can also complain to the Information Commissioner's Office -

live chat service ico.org.uk/livechat or call the helpline on 0303 123 1113.

Do we use 'cookies'?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies to:

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- Save your browsing analytical data of our website. Via Google analytics.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, some features will be disabled. It won't affect the user's experience that make your site experience more efficient and may not function properly.