



GLASTONBURY TOWN COUNCIL

Glastonbury Town Council Information and Data Protection Policy

1. Aims

1.1 This policy sets out the Town Council's commitment to the lawful and fair handling of personal data in accordance with the Data Protection Act 2018. The Town Council will periodically review and revise this Policy as necessary following guidance from the Information Commissioner's Office (ICO) and if any changes to the law occur. The Town Council's Data Protection Officer will be the point of contact with regard to any matters regarding data protection.

2. Introduction

2.1 In order to conduct its business, services and duties, the Town Council processes a wide range of data, relating to its own operations and some which it handles on behalf of partners. In broad terms, this data can be classified as:

- Data shared in the public arena about the services we offer, its mode of operations and other information we are required to make available to the public
- Confidential information and data not yet in the public arena such as draft Policies and Procedures etc.
- Confidential information about other organisations because of commercial sensitivity.
- Personal data concerning our current, past and potential employees, Councillors, and volunteers.
- Personal data concerning individuals who contact us for information, to access our services or facilities or to make a complaint.

2.2 The Town Council will adopt procedures regarding the data it handles and will respect the confidentiality of both its own data and that belonging to partner organisations including members of the public. In some cases, we will have contractual obligations towards confidential data as well as specific legal responsibilities for personal and sensitive information under the Data Protection Act 2018.

2.3 The Town Council will be as transparent as possible about its operations and will work closely with public, community and voluntary organisations. Therefore, in the case of all information which is not personal or confidential, it will be prepared to make it available to partners and the wider community.

3. Protecting Confidential or Sensitive Information

3.1 The Town Council recognises it must at times, keep and process sensitive and personal information about both employees and the public. It has therefore adopted this policy not only to meet its legal obligations but to ensure high standards are in place.

3.2 Sensitive data includes information about racial or ethnic origin; political opinions; religious or other beliefs; trade union membership; medical information; sexual orientation; genetic and biometric data; or information related to offences or alleged offences where it is used to uniquely identify an individual.

3.3 The Data Protection Act 2018 ensures there is a balance between the rights of individuals and the Town Council as a public body which has legitimate reasons for using personal information.

4. The Six Data Protection Principles

4.1 The Policy is based on the six Data Protection Principles which are set out in the Act and summarised below:

- Personal data shall be processed fairly, lawfully and in a transparent manner in relation to the data subject.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up to date.
- Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed.
- Processed in a manner that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

5. The Town Council processes personal data in order to:

- fulfil its duties as an employer by complying with the terms of contracts of employment, safeguarding the employee and maintaining information required by law.
- pursue the legitimate interests of its business and its duties as a public body, by fulfilling contractual terms with other organisations, and maintaining information required by law.
- monitor its activities including the equality and diversity of its activities
- fulfil its duties in operating the business premises including security
- assist regulatory and law enforcement agencies
- process information including the recording and updating details about our employees, Councillors, partners and volunteers.
- process information including the recording and updating details about individuals who contact us for information, or to access a service, or make a complaint.
- undertake surveys, censuses and questionnaires to fulfil the objectives and purposes of the Council.

- undertake research, audit and quality improvement work to fulfil our objects and purposes.
- carry out Council administration.

6. The Town Council will ensure that at least one of the following conditions is met for personal information to be considered fairly processed:

- The individual has consented to the processing
- Processing is necessary for the performance of a contract or agreement with the individual
- Processing is required under a legal obligation
- Processing is necessary to protect the vital interests of the individual
- Processing is necessary to carry out public functions
- Processing is necessary in order to pursue the legitimate interests of the data controller or third parties.

6.1 Particular attention is paid to the processing of any **sensitive personal information** and the Town Council will ensure that at least one of the following conditions is met:

- Explicit consent of the individual
- Required by law to process the data for employment purposes
- A requirement in order to protect the vital interests of the individual or another person.

7. Information provided to us

7.1 The information provided (personal information such as name, address, email address, phone number) will be processed and stored so that it is possible for us to contact, respond to or conduct the transaction requested by the individual. By transacting with the Town Council, individuals are deemed to be giving consent for their personal data provided to be used and transferred in accordance with this policy, however where ever possible specific written consent will be sought. It is the responsibility of those individuals to ensure that the Town Council is able to keep their personal data accurate and up-to-date. The personal information will be not shared or provided to any other third party except when absolutely necessary or be used for any purpose other than that for which it has been provided.

7.2 Information can be provided in person at the Town Hall, hard copy letters, and emails or via the Town Council's website where individuals can provide personal details through the various forms available. The Town Council as Administrator of the website ensures all data held is secure as access is restricted and password protected.

8. The Councils Right to Process Information

8.1 General Data Protection Regulations (and Data Protection Act) Article 6 (1) (a) (b) and (e)

- Processing is with consent of the data subject, or
- Processing is necessary for compliance with a legal obligation, or
- Processing is necessary for the legitimate interests of the Council.

9. Information Security

9.1 The Town Council ensures the security of personal data by making sure that all information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies. We will only keep data for the purpose it was collected for and only for as long as is necessary, after which it will be deleted.

9.2 If there is a breach of data security, the Data Protection Officer must contact the Information Commissioner's Office (ICO) within 72 hours of becoming aware of it and a log detailing the breach must be maintained. Individuals known as Data Subjects must be informed of the breach if their rights and freedoms are at risk.

10. Children

10.1 The Town Council will not process any data relating to a child (under 13) without the express parental/ guardian consent of the child concerned.

11. Rights of a Data Subject to be Informed

11.1 The Town Council does this through its generic Privacy Notice which is displayed on our website. Links to our Privacy Notice are also available at the bottom of email signatures, via Forms on our website etc. In addition every member of staff is provided with their own Privacy Notice (Employment) and the Privacy Notice (Recruitment) is provided for candidates during the recruitment process when a vacancy occurs.

11.2 Access to Information: an individual known as a Data Subject has the right to request access to the information we hold on them which is called a Subject Access Request. They can do this by contacting the Data Protection Officer. This must be provided free of charge and within one month of the request which can be extended to two months if the request is complex.

11.3 Information Correction: If an individual believes that the information we hold about them is incorrect, they may contact the Data Protection Officer so that it can be updated to ensure that their data held is accurate. This must be done within one month of receipt of this request and two months if the request is complex.

11.4 Information Deletion AKA the Right to be Forgotten: If an individual wishes the Town Council to delete the information about them, they can do so by contacting the Data Protection Officer. This is not an absolute right and will only apply in certain circumstances.

11.5 Right to Restrict Processing: If an individual contests the accuracy of the data or objects to the processing of it, they can do so by contacting the Data Protection Officer.

11.6 Right to Object: If an individual believes their data is not being processed for the purpose it has been collected for, they may object by contacting the Data Protection Officer.

12. Complaints

If an individual has a complaint regarding the way their personal data has been processed, they may make a complaint to the Data Protection Officer or the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Telephone 0303 123 1113 or email: casework@ico.org.uk