



Blisland Parish Council

Privacy Policy

November 2022

Review May 2024

How we use your information

We collect, use, and share personal information in many ways. We collect information online, on paper, by email, telephone, or in person.

We collect, use, hold and share where necessary, information for the following purposes:

- to deliver the service that you requested.
- to communicate with you about the service you requested.
- to provide services appropriate to your needs.
- to track our performance in responding to your request.
- to ensure we meet our legal obligations.
- to prevent and detect fraud or crime.
- to manage grants and invoices for the council.
- to conduct research and surveys and to analyse statistical data so we can plan the provision of services.
- where necessary to protect individuals from harm or injury.
- where you have consented to the processing.
- where otherwise permitted under Data Protection legislation.

Lawful basis for processing

There are several lawful bases we rely upon to process data for the above purposes. They include:

- Article 6(1)(a) consent - where you have consented to the processing.
- Article 6(1)(b) contract – where there is a contract to process your personal data.
- Article 6(1)(c) legal obligation – where we must comply with legislation.
- Article 6(1)(d) vital interests – where it is necessary to protect individuals from harm or injury.
- Article 6(1)(e) public task – where it is necessary for us to perform a task in the public interest or for or official functions.

These apply to information we collect about:

- Service provision
- Visitors to our websites
- Providing information to individual services online
- Use of cookies
- Use of the council website's search engine
- Security of information
- People who contact us via social media
- People who email us
- Your rights
- Complaints and queries
- Access to personal information

- Disclosure of personal information

How long we store your personal data

Please refer to the Council's [Document Retention & Disposal Policy](#). Specific information relating to retention periods are detailed in the schedule therein.

We use Google Analytics to collect internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be clear about this. We will make it clear when we collect personal information and will explain what we intend to do with it. There is a detailed privacy notice when we communicate via email.

How we use cookies

You can read more about how we use cookies on our [Cookies page](#).

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of the information we hold about you. You can ask to receive it in an electronic format if you wish. If you provided this to us electronically for automated processing, we will return it in the same way.
- have it amended if it is incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)
- withdraw your consent if you no longer wish us to process (if applicable)
- restrict how we process it
- object to us using it for marketing or research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you

Please read the [Data Protection](#) page for more information about your data rights. Please contact the Parish Clerk if you have any questions about how we process your information. Please email: clerk@blislandparishcouncil.co.uk

- to request copy of the information we hold about you, or
- to tell us any concerns you have about the way we have processed your information

What to do if you don't agree with something

We would prefer any complaints to be made to us initially so that we can see if we can put things right. You are also to make a complaint by contacting the Information Commissioner's Office: Tel No. 0303 123 1113 <https://ico.org.uk/concerns/> if you are unhappy with the way we have processed your information.