



Loddon Town Council

The Old School | Church Plain | Loddon | NR14 6EX

www.loddontowncouncil.gov.uk

Loddon Town Council's Privacy Statement

The Purpose of this privacy statement is to explain how Loddon Town Council, ("LTC" and/or the "Council") processes personal data to fulfil its data protection responsibilities. The scope of this statement covers the activities of the Council's officers and councillors, including Committees and Subcommittees.

The Role of LTC in data protection terms is that of a data controller where it determines the purpose and use of personal data collected. Once received it becomes the responsibility of the LTC privacy manager (PM) to ensure that it is processed in accordance with UK's data protection legislation. The PM can be contacted using privacy@loddontowncouncil.gov.uk.

The personal data processed by LTC will be basic contact information for the purposes of responding to general enquiries, conducting routine council business, preparing contracts, and setting up invoices. In some instances, it may be necessary to request that LTC processes your health-related data, but this would only be done with your explicit consent. If LTC is not given all the requested information, it may result in an incomplete service being provided.

LTC's duty of confidentiality means that LTC will treat personal data with due respect and in confidence. LTC expects the same duty of confidentiality of all third parties with whom it shares personal data. It will only be disclosed when lawful circumstances allow. When it is necessary to engage third parties to process personal data, for which LTC is responsible, a data processing agreement (or equivalent) between both parties will be put in place.

LTC will process your personal data in the UK, which it is backed up locally and with a cloud service provider where the servers are based in the EU. Email is processed using a reputable web-based provider. Email and mobile phone contacts are stored on office IT equipment and mobile phones, including those of the councillors. LTC uses appropriate technical and organisational measures to ensure personal data is kept secure.

LTC will routinely process your personal data against a lawful basis as described below:

- When it is necessary for the performance of our tasks carried out in the public interest and in exercise of the official authority vested in LTC by UK legislation
- To fulfil our contractual obligations to including contract preparation
- When processing is necessary for the purposes of our legitimate interests
- To comply with our legal obligations
- When processing against a pre-defined purpose for which consent has been sought and recorded prior to that processing commencing; please note that consent can be withdrawn at any time by asking the privacy manager.

In all cases the processing of personal data shall be done in accordance with the principles of data protection set out in UK's related data protection legislation.

LTC will share your personal data, only when it is necessary, with some or all the following third parties:

- South Norfolk Council
- Norfolk County Council
- The Inland Revenue (HMRC)
- Administrative support where staff are bound by a data processing agreement and/or contractual arrangements
- Nominated bank to handle financial transactions when required
- Nominated auditors, suppliers and insurance companies

LTC follows a retention schedule to determine the length of time it will hold different types of personal data. The retention schedule can be found in the LTC information audit; www.loddontowncouncil.gov.uk/policies, but the critical categories are shown below:

- Routine correspondence for casual enquiries in hard copy or in emails will be stored for one year
- Contract related data will be retained throughout the life of the contract plus another 7 years following the conclusion of the treatment provided
- Contact data is stored indefinitely unless a valid request to erasure is received from the interested data subject
- Financial records and invoices, which may include personal data, will be retained for 6 years after the end of the current tax year of processing
- Any audio recordings made by Council staff during public meetings for the purposes preparing meeting minutes will be deleted as soon as those minutes are approved.
- By exception, documentation that includes personal data may be retained by LTC beyond the schedule, but only for a specific purpose and only when LTC believes there is a legitimate interest or a legal obligation to do so.

At the end of the retention schedule LTC will either return, destroy or delete your personal data and any associated emails or relevant documentation. If it is technically impractical to delete electronic copies of personal data, it will put it beyond operational use. It should be noted that LTC allows up to 3 months after the end of the schedule to complete the action.

The LTC website uses cookies but new visitors to the website are asked to consent to non-essential cookies before these are dropped. The website links to other relevant websites; if these are used, please note that LTC has no responsibility for the control, content, or handling of visitors' personal data, by these websites.

The UK General Data Protection Regulation (GDPR) defines the rights although these do not apply in all situations. For convenience, these rights are shown below:

- **Right to be informed** as to how personal data is being processed – this is done through this statement or specific to client privacy notices
- **Right to access** personal data held by LTC which is done by submitting a 'Data Subject Access Request' (DSAR) to the privacy manager
- **Right to rectification** of personal data if LTC has collected it incorrectly or it needs to be updated
- **Right to erasure** of personal data for which LTC no longer has a legitimate purpose to process
- **Right to restrict processing** under certain circumstances, during which time personal data but will be out of operational use until the related matter is resolved
- **Right to data portability** of personal data in a machine-readable version, but this only applies to data provided with consent or under contract
- **Right to object** to processing personal data for which LTC does not have a legal or contractual obligation
- **Rights related to automated decision making and profiling**, however LTC does not use these

techniques in its decision making

Further details on data subject rights can be found on the Information Commissioner's Office (ICO) website: <https://ico.org.uk>.

Raising concerns, exercising rights, or making queries about our processing of personal data can be done by contacting the privacy manager. Please be aware that LTC will need to verify a requesters/enquirer's identity before responding fully. For that reason, LTC may ask for proof of identification that, in context, will enable LTC to confirm your identity. Alternatively, the ICO may be contacted directly, using the details provided above.

This privacy statement was adopted by Loddon Parish Council at its meeting held on the 14 December 2022.

The latest version of this statement policy was reviewed by Loddon Town Council at its Finance & Governance Committee meeting held on the 28 May 2025.

Date for next review: No later than May 2028.

Signed:

Dated: