

## **Sydenham Parish Council Data Protection and Privacy Policy**

Sydenham Parish Council needs to gather and use certain information about individuals. These can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the council's data protection standards and ensure it meets its obligations under the UK GDPR and associated Data Protection legislation.

This data protection policy ensures Sydenham Parish Council:

- complies with data protection law and follow good practice
- protects the rights of staff, customers and partners
- is open about how it stores and processes individuals' data
- protects itself from the risks of a data breach

### **Data Protection law**

The Data Protection Act 2018 describes how Sydenham Parish Council must collect, handle and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully. The Data Protection Act is underpinned by eight important principles. These say that personal data must be:

- used fairly and lawfully
- used only for specific, lawful purposes
- used in a way that is adequate, relevant and not excessive
- accurate and, where necessary, kept up to date
- not be held for any longer than necessary
- processed in accordance with the rights of data subjects
- protected in appropriate ways
- not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

### **Rights of data subjects**

Under the DPA 2018 individuals have the right to find out what information organisations store about them. These include the right to:

- be informed about how their data is being used
- access their personal data, see Subject Access Request section in this document
- have incorrect data updated or have data erased
- to stop or restrict processing of data, or object to certain processing
- the right of portability (individuals requesting their personal data being held by one organisation be transferred to another)

### **International**

Sydenham Parish Council is based in the UK. All data for Sydenham Parish Council is processed in the UK and there is no cross border processing of data.

### **Policy Scope**

This policy applies to Sydenham Parish Council including the Parish Clerk and Councillors. It applies to all data that we hold relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 2018. This includes all personal data including:

- names
- postal addresses
- email addresses
- telephone numbers
- plus any other identifiable information

### **Data Protection Risks**

This policy helps to protect Sydenham Parish Council from very real data security risks including:

- Breach of confidentiality: such as information being given out inappropriately
- Failing to offer choice: such as all individuals should be free to choose how Sydenham Parish Council uses data relating to them
- Reputational damage: for instance, Sydenham Parish Council could suffer if hackers successfully gained access to sensitive data

If a data breach occurs, and the breach is likely to result in the risk to the rights and freedom of individuals, then Sydenham Parish Council has the duty to report it to the Information Commissioners Office (ICO). The individuals whose data has been breached will also be notified and appropriate steps taken to fix the issue in a timely manner.

### **How we protect your personal data**

Everyone who works for, or with, Sydenham Parish Council has some responsibility for ensuring data is collected, stored and handled appropriately. Each team that handles personal data must ensure that it is handled and processed in line with this policy and its data protection principles.

Personnel with key areas of responsibility are the Parish Clerk, Chair, Vice Chair and Councillors.

Sydenham Parish Council has implemented a variety of security technologies and organisational procedures to protect your personal data from unauthorised access, use and disclosure.

### **Guidelines**

- The only people able to access data covered by this policy are those who need it to complete the work of the Council
- Data is not shared informally
- Sydenham Parish Council will keep all data secure, by taking sensible precautions and following the guidelines below
- In particular, strong passwords are used and never be shared
- Personal data will not be disclosed to unauthorised people, either within the Council or externally
- Data is regularly reviewed and updated if it is found to be out of date. If no longer required, it is deleted and disposed of
- Councillors will request help from their Parish Clerk or other leading body if they are unsure about any aspect of data protection

### **Where we store and process personal data**

Sydenham Parish Council is based in the UK based so your personal data is stored and processed in the UK on servers based in the UK. Sydenham Parish Council takes steps to process personal data according to the provisions of this Policy and the requirements of applicable law.

Sydenham Parish Council stores your data safely. When data is stored on paper, it is kept in a secure place where unauthorised people cannot see it. This applies to data that is usually stored electronically but has been printed out for some reason:

- when not required, the paper or files will be kept in a locked drawer or filing cabinet
- the Council will make sure paper and printouts are not left where unauthorised people could see them, like on a printer

- data printouts will be shredded and disposed of securely when no longer required
- when data is stored electronically, it will be protected from unauthorised access, accidental deletion and malicious hacking attempts
- data will be protected by strong passwords that are changed regularly and never shared between employees
- if data is stored on removable media (like a CD or DVD), these will be kept locked away securely when not being used
- data will only be stored on designated drives and servers, and will only be uploaded to an approved cloud computing services
- servers containing personal data are sited in a secure location, away from general office space
- data is backed up frequently. Those backups are tested regularly, in line with the company's standard backup procedures
- data will never be saved directly to laptops or other mobile devices like tablets or smart phones
- all servers and computers containing data are protected by security software and a firewall

### **Data Use**

Personal data is of no value to Sydenham Parish Council unless the Council can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- when working with personal data, Sydenham Parish Council will ensure the screens of their computers are always locked when left unattended
- personal data is not shared informally. In particular, it is never sent by email, as this form of communication is not secure
- data is encrypted before being transferred electronically
- personal data is never transferred outside of the European Economic Area
- the Council will not save copies of personal data to their own computers
- the Parish Clerk will always access and update the central copy of any data

### **Data Accuracy**

Sydenham Parish Council takes reasonable steps to ensure data is kept accurate and up to date in accordance with the law.

The more important it is that the personal data is accurate, the greater the effort Sydenham Parish Council will put into ensuring its accuracy. It is the responsibility of the people who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be held in as few places as necessary. The Council will not create any unnecessary additional data sets
- The Council will take every opportunity to ensure data is updated, such as confirming someone's details when they call
- Sydenham Parish Council will make it easy for data subjects to update the information Sydenham Parish Council holds about them
- Data is updated as inaccuracies are discovered. For instance, if someone can no longer be reached on their stored telephone number, it should be removed from the database.

### **Special Category Data**

Sydenham Parish Council does not hold and therefore does not process special categories of personal data.

### **You have the right to request correction or deletion of personal data.**

If you would like to make a request for Sydenham Parish Council to correct or delete personal data that you have provided to us, please contact us as described in the "How to Contact Us" section below and we will respond in a reasonable time.

### **Subject Access Requests (How you can access your personal data)**

Sydenham Parish Council respects your right to know and inquire about what personal data you have provided to us. This is a Subject Access Request, and should be submitted to the Clerk in writing. Requests will be actioned within a month.

Sydenham Parish Council may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort or jeopardise the privacy of others. Before fulfilling your requests, Sydenham Parish Council may need to verify your identity.

### **Data Protection Impact Assessments**

If new technology is deployed or where new processing is likely to significantly affect individuals Sydenham Parish Council will conduct a Data Protection Impact Assessment to adhere with the law when relevant. If Sydenham Parish Council feel they are unable to address high risks, then they will consult with the ICO to ensure that their processing complies with the law.

### **Disclosing data**

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject. Under these circumstances, Sydenham Parish Council will disclose requested data. However, the Parish Clerk will ensure the request is legitimate, seeking assistance from the ICO or legal advisers where necessary.

## **Privacy Policy**

Sydenham Parish Council recognizes and respects the privacy rights of individuals with regards to their personal data. This Privacy Policy ("Policy") explains what type of personal data we may collect from you and how we use it.

Your privacy is important to us. If you have any questions concerning Sydenham Parish Council's privacy practices or wish to access or correct personal data that Sydenham Parish Council has collected from you, please contact us as described in the "How to Contact Us" section below.

Sydenham Parish Council is based in Oxfordshire, UK. So, any information you submit to us will only be used by Sydenham Parish Council or authorised data processor.

This Privacy Policy applies to Sydenham Parish Council's website and the online newsletter. Any person using these communication methods, either manually or via an automated device or program, shall be considered a "User."

All Users are bound to the terms of this Policy. Your use of Sydenham Parish Council's website and online newsletter means you consent to the collection and use of your personal data as described in this Policy.

### **Personal data we collect and use**

Sydenham Parish Council collects personal data to operate effectively and provide you with the best experiences from us. You may provide some of this data directly to Sydenham Parish Council through the online newsletter, at events or via telephone enquiries. Wherever required or appropriate, Sydenham Parish Council will obtain consent for the processing of your personal data for the purposes outlined in this Policy.

You have choices about the data Sydenham Parish Council collects. When you are asked to share your personal data with Sydenham Parish Council, you may decline; however, your choice not to share your personal data with Sydenham Parish Council may mean you will not be able to use or (fully) benefit from our services or offerings.

The type of personal data we collect depends on the interactions you have and may include name and contact details.

### **How we use personal data**

Sydenham Parish Council uses the personal data we collect for a number of purposes:

- to communicate with you regarding any requests you have instigated
- to contact you periodically to provide you with relevant information or marketing material
- as Sydenham Parish Council believes necessary or appropriate:
  - A. under applicable law, including laws outside your country of residence
  - B. to comply with legal process
  - C. to respond to requests from public or government authorities, including authorities outside your country of residence
  - D. to enforce our terms and conditions
  - E. to protect our operations
  - F. to protect our rights, privacy, safety or property, you or others

### **Who we share personal data with**

We will not sell, distribute or lease your personal information to third parties unless we have your permission. If you have requested Sydenham Parish Council's newsletter, then the email address you have provided will be forwarded to MailChimp who provide our email marketing services. MailChimp is a third party data processor who has their own privacy policy to which your data will apply too. Please see <https://mailchimp.com/legal/privacy/> for MailChimp's privacy policy.

### **How and where we store your personal data**

Any personal data provided to Sydenham Parish Council is stored either on the password protected Parish Clerk's laptop or with MailChimp.

### **Retention Period**

Sydenham Parish Council will retain your personal data for the period necessary to fulfil the purposes outlined in this Policy unless a longer retention period is required or permitted by law. You have the right to know and inquire about what personal data we have collected about you. In addition, you have the right to request correction or deletion of such personal data. Please see our Data Protection Policy for more details. Your email address will remain with MailChimp for as long as Sydenham Parish Council use their services for email marketing or you specifically request to be removed from the distribution list. You can do this via the unsubscribe links contained in the newsletters or request removal via communication methods outlined in the 'How to Contact Us' section of this policy. While your email address remains within the MailChimp database, you will receive periodic newsletter-style emails from us.

### **Children**

Subscribing to Sydenham Parish Council's newsletter is for people over 16 years of age. Sydenham Parish Council does not otherwise knowingly solicit data from, or market to, children. If a parent or guardian becomes aware that his or her child has provided us with personal information, he or she should contact us as described in the "How to Contact Us" section below to enable us to action deletion of such personal data. We will delete such information from our database within a reasonable time.

### **Notification Procedures**

In the event your personal data is accessed, lost, or stolen by an unauthorised third party, Sydenham Parish Council will make efforts to notify you to the extent required by law. Sydenham Parish Council will disclose to you the personal data that was accessed/disclosed using the contact information you will have previously provided to us.

### **External websites**

Sydenham Parish Council's website includes both internal and external websites. The external website links that Sydenham Parish Council suggests are relevant to the content that they are linking from or are useful for our visitors. Sydenham Parish Council is not responsible for the content on external websites that are linked to from our site. Sydenham Parish Council do not link to external sites in return for cash, services or any other payment in kind – links are selected purely based on the relevance of their content for our audience.

**Cookies**

Cookies are files sent by web servers to web browsers, and stored by the web browsers. The information is then sent back to the server each time the browser requests a page from the server. This enables a web server to identify and track web browsers

**How to Contact Us**

Sydenham Parish Council is happy to answer any questions or comments you may have regarding this Policy or its implementation. Please use the contact details below. We will use reasonable efforts to resolve or address your concern. Please note that email communications are not always secure, so please do not include sensitive information in your emails to us.

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**Updates to our Data Protection Policy**

Sydenham Parish Council may update this Policy from time to time. Please check this Policy periodically for changes. If we make any changes, the updated Policy will be posted with a revised effective date. We encourage you to periodically review this page for the latest information on our data protection practices.

**Information Commissioner's Office Registration**

Sydenham Parish Council is registered with the I.C.O., reference number ZB027409