



Date agreed	Committee	Minute number	Renewal date
2 <sup>nd</sup> March 2020	Resources	824/19	March 2023

## BUCKINGHAM TOWN COUNCIL PRIVACY POLICY

### Who We Are

Buckingham Town Council is the most local tier of government in Buckingham. As well as providing services such as parks, play areas and other open spaces, we also run the Lace Hill Sports and Community Centre, Tourist Information Centre, Shopmobility and the Brackley Road Cemetery.

We take your privacy seriously, and this notice describes how we collect, store and use information you chose to share with us.

### Respecting Your Privacy

We are committed to ensuring that your privacy is protected. When you provide us with information, it will only be used in accordance with our Data Protection Policy and the relevant Privacy Notice.

### About This Policy

If you have any enquiries related to how we use your personal information or any particular aspects of our privacy policy you can contact us in writing to the Town Clerk, Buckingham Town Council, Verney Close, Buckingham, Buckinghamshire, MK18 1JP or you can email [townclerk@Buckingham-tc.gov.uk](mailto:townclerk@Buckingham-tc.gov.uk).

We may change our privacy policy occasionally. You should check this page from time to time to ensure that you are happy with any changes. The current version of this privacy policy is effective from 31<sup>st</sup> January 2020.

### Information We Collect and Process

The amount and type of information we record and process depends upon your relationship with us. We provide a wide variety of services, including allotments, room hires at the Town Hall, public meetings, Buckingham Cemetery, our town donations scheme, the Local Produce Market, responding to public enquiries and running events.

Each form where we collect personal information will contain a specific privacy notice that explains to you why we are collecting your data and how long we will hold it for. We outline below the different circumstances in which we collect data:

We collect and process personal information provided by people when they contact us to enquire about our services because it is necessary before entering into a contract with us.

We also collect and process personal information provided by people in the performance of public tasks, including running our cemetery service, and issuing Dangerous Vegetation

notices.

In other cases, we collect and process personal information provided by people because it is necessary for the pursuit of our legitimate interests, including:

- The organisation of public events
- Acting as data processor to provide administrative support for community groups

#### [Operating our Town Partners scheme](#)

In other cases, we will specifically ask for your consent to process your information at the time that we collect it.

#### [Sharing Information with Other Organisations and Companies](#)

We will not sell, distribute or lease your personal information to third parties unless we have your consent or are required by law to do so.

We do act as a data processor for a number of voluntary organisations, and they may choose to share personal information with us to enable us to provide them with administrative support.

#### [Use of Our Website](#)

The following aspects of your privacy are related specifically to use of our web site:

[www.Buckingham-tc.gov.uk](http://www.Buckingham-tc.gov.uk).

#### [Contact Us Form](#)

If you submit an enquiry via our web site, you are asked to provide your name and email address. This information is stored within a database used to run the web site and is deleted once your enquiry with us has been concluded.

#### [Cookies](#)

Our website uses a technology called cookies for the following purposes:

- Tailoring the web site to you as an individual by remembering your preferences.
- Monitoring web site traffic and identifying which pages are being used. This allows us to improve our web site by better understanding how it is used.

We use third party cookies from Google to enable us to use Google Analytics. Google acts as a data processor for us and may store the information collected by the cookie on servers in the United States. Google is certified under the EU - U.S. framework, which is a legal mechanism to enable the transfer of personal data from the EEA to the US, where certified organisations guarantee to provide a level of protection in line with EU data protection law. By using the web site, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Overall, cookies help us provide you with a better web site. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the web site.

Our web site is provided by Impact! which is based in the UK. Their web server logs basic details of the web browser, IP address and operating system of users visiting our web site. The web logs are kept on Impact!'s servers for two years.

#### [Links to Other Web Sites](#)

Our web site may contain links to other web sites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other web site. Therefore, we cannot be responsible for the protection and privacy of any

information which you provide whilst visiting such sites and such sites are not governed by this privacy notice.

You should exercise caution and look at the privacy statement applicable to the web site in question.

#### [Controlling Your Personal Information](#)

Whenever you provide us with personal information we will use the details you provide in reference to that specific enquiry or sales transaction.

## Information Requests

You have the right to request a copy of any personal information which we hold about you. We will respond to any such requests within 20 days.

Requesting a copy of your information is generally free of charge, although we reserve the right to charge for requests which are manifestly unfounded, excessive or repetitive.

If you would like a copy of the information we hold about you, contact us by post to the Town Clerk, Buckingham Town Council, Verney Close, Buckingham, Buckinghamshire, MK18 1JP S or you can email [townclerk@Buckingham-tc.gov.uk](mailto:townclerk@Buckingham-tc.gov.uk).

## Retention of Information

The length of time for which we retain your information will depend on the reason why we are processing your data. Individual policy notices are contained within forms, so that you can read about the retention period for the data at the point that you are providing us with the information.

## Your Right to be Forgotten

You have the right to request erasure of your personal data. This is also known as the right to be forgotten. However, this right does not apply in all cases, such as when the data is being processed for a public task.

You may request that we delete your personal information either verbally or in writing and we will respond within one month.

## Accuracy of Information

We want to keep your information up to date. If you believe that any information we have about you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have physical, electronic and managerial procedures to safeguard and secure the information we collect and process, both online and in person.

If - despite our security measures and safeguards - we detect a security breach, we will immediately assess the potential impact on the personal data we store and take the appropriate action

## Complaints

In the unlikely event that we are unable to handle any requests or enquiries relating to your privacy to your satisfaction, details of the Council's Complaints Policy can be found on the Town Council's website.