



Privacy Notice

This privacy notice is to let you know how Littlehampton Town Council promises to look after your personal information. This includes what you tell us about yourself, what we learn by having you as a customer, and the choices you give us about what marketing you want us to send you. This notice also tells you about your privacy rights and how the law protects you.

Our Privacy Promise

We promise:

- To keep your data safe and private
- Not to sell your data
- To give you ways to manage and review your marketing choices at any time

How we use your personal information

The information you provide (personal information such as name, address, email address, phone number, organisation) will be processed and stored to enable us to contact you and respond to your correspondence, provide information and/or access our facilities and services.

We use your personal data for some or all of the following purposes:

- To deliver public services including to understand your needs to provide the services that you request and to understand what we can do for you and inform you of other relevant services
- To confirm your identity to provide some services
- To contact you by post, email, telephone or using social media (e.g., Facebook, Twitter, WhatsApp)
- To help us to build up a picture of how we are performing
- To prevent and detect fraud and corruption in the use of public funds and where necessary for the law enforcement functions
- To enable us to meet all legal and statutory obligations and powers including any delegated functions
- To promote the interests of the council
- To maintain our own accounts and records
- To seek your views, opinions or comments
- To notify you of changes to our facilities, services, events, staff, councillors and other role holders
- To send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other new projects or initiatives
- To process relevant financial transactions including grants and payments for goods and services supplied to the council

- To allow the statistical analysis of data so we can plan the provision of services
- Our processing may also include the use of CCTV systems for the prevention and prosecution of crime

We will only share your personal information with a third party, such as a supplier or contractor, so that they can carry out their responsibilities to the Council. For example, we may ask a commercial provider to send surveys to our service users or to maintain our database software. These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data.

Information Security

Littlehampton Town Council is committed to protecting your personal information, ensuring it is kept and destroyed securely. We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical and security measures.

Personal information and the law

As well as our Privacy Promise, your privacy is protected by law. The General Data Protection Regulations Article 6 says we are allowed to use personal information only if we have a proper reason to do so. This section sets out the legal reasons we rely on, for each of the ways we may use your personal information:

- **Consent** from the individual to process their personal data for a specific purpose
- **Contract** where processing is necessary for a contract with an individual
- **Legal obligation** where processing is necessary to comply with the law
- **Public Task** where the processing is necessary to perform a task in the public interest or for official functions, and the task or function has a clear basis in law. The Town Council is a public authority and has certain powers and obligations. Most of your personal data is processed for compliance with a legal obligation which includes the discharge of the Council's statutory functions and powers.

How long we keep your personal information

We will keep some data permanently if we are legally required to do so. We may keep other data for an extended period of time. The reasons we may do this are:

- To obey rules that apply to us about keeping records
- To respond to a question or complaint or claims

For example, we have to hold certain financial records for up to seven years for audit purposes.

We will only use your personal information for these purposes and will make sure that your privacy is protected. In general, we will endeavour to keep data only for as long as we need it.

If you choose not to give personal information

You can choose not to give us personal information. This may have certain effects.

We may need to collect personal information by law or to perform our Public Task. If you choose not to give us this personal information, it may delay or prevent us from fulfilling our Public Task with you or doing what we must do by law. It may also mean that we cannot provide you with a service. It could mean that we cancel a product or service you have with us.

We sometimes ask for information that is useful, but not required by law or public task. We will make this clear when we ask for it. You do not have to give us these extra details and it won't affect the products or services you have with us.

How to withdraw your consent

You can withdraw your consent at any time. Please contact us using any of the details given in the 'How to contact us' section at the end of this notice.

This will only affect the way we use information when our reason for doing so is that we have your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. If this is the case, we will tell you.

How to get a copy of your personal information

You can get a copy of the personal information we hold about you by writing to us at the address given in the 'How to contact us' section at the end of this notice.

Letting us know if your personal information is incorrect

You have the right to question any information we have about you that you think is incorrect, incomplete or out of date. We'll take reasonable steps to check this for you and correct it.

If you want to do this, please contact us using any of the contact details given in the 'How to contact us' section at the end of this notice.

Your rights

You can object to us keeping or using your personal information. This is known as the 'right to object'.

You can also ask us to delete, remove, or stop using your personal information if there is no need for us to keep it or you believe that your data is not being processed for the purpose it has been collected for. This is known as the 'right to erasure' or the 'right to be forgotten'.

There may be legal or other official reasons why we need to keep or use your data. But please tell us if you think that we should not be using it.

If you want to object to how we use your data or ask us to delete it or restrict how we use it please contact us using any of the contact details given in the 'How to contact us' section at the end of this notice.

Using your personal information for marketing our services

We may use your personal information to inform you about events, services, products and offers we think you may be interested in. This is what we mean when we talk about 'marketing'.

We can only use your personal information to send you marketing messages if we have either your consent or to fulfil a 'Public Task'.

What you get will depend on marketing choices that you select. You can change these at any time and tell us to stop sending you marketing.

Whatever you choose, you'll still receive other important information relating to the existing services you use, such as updated agreements and terms and conditions.

Rights Related to Automated Decision Making and Profiling

Littlehampton Town Council does not use any form of automated decision making or the profiling of individual personal data.

Cookies

Cookies are small computer files that get sent down to your PC, tablet or mobile phone by websites when you visit them. They stay on your device and get sent back to the website they came from, when you go there again. Cookies store information about your visits to that website, such as your choices and other details. Some of this data does not contain personal details about you, but it is still protected by this Privacy Notice. To find out more about how we use cookies, please see our website <https://www.littlehampton-tc.gov.uk/cookies-policy>

Children

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

Conclusion

In accordance with the law, we only collect a limited amount of information about you that is necessary for correspondence, information and service provision. We do not use profiling, we do not sell or pass your data to third parties. We do not use your data for purposes other than those specified. We make sure your data is stored securely. We delete all information deemed to be no longer necessary. We constantly review our Privacy Policy to keep it up to date in protecting your data. (You can request a copy of our policies at any time).

How to contact us

Please contact us if you have any questions regarding this Privacy Notice or the personal data we hold about you or to exercise relevant rights, queries or complaints:

The Town Clerk
Littlehampton Town Council
Manor House
Church Street
Littlehampton
BN17 5EW
Tel: 01903 732 063
Email: lrc@littlehampton-tc.gov.uk
www.littlehampton-tc.gov.uk

You can find our Complaints Policy on our website www.littlehampton-tc.gov.uk

You can also make a complaint to the Information Commissioners Office:

<https://ico.org.uk/global/contact-us/>

Email: casework@ico.org.uk

Tel: 0303 123 1113

For more information on the General Data Protection Regulation visit:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>