



Rhuddlan Town Council Privacy Statement Reviewed 8/5/25

Rhuddlan Town Council respects confidentiality of any personal data shared with the Town Council and will make every effort to protect your privacy. This Privacy Statement explains how Rhuddlan Town Council will use any personal information that is collected, received both online and offline, as well as any electronic, written or oral communication.

Your personal data – what is it?

“Personal Data” is any information about an individual, which allows them to be identified from that data, for example a name, photographs, email address, or address. Identification can be directly using the data itself or by combining it with other information which helps to identify a living individual. The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the General Data Protection Regulation (the “GDPR”) and other legislation relating to personal data and rights such as the Human Rights Act

Who are we?

This privacy notice is provided to you by Rhuddlan Town Council which is the data controller for your data.

The council will process some of or all the following personal data where necessary to perform its tasks?

- Names, titles and aliases and photographs
- Contact details such as telephone numbers, addresses and email addresses.

The Council will comply with data protection law. This says that personal data the Town Council holds must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that has been explained to you.
- Relevant to the purposes that you have been told about and limited only to those purposes.
- Kept only as long as necessary.
- Kept and stored securely.

Rhuddlan Town Council will use your personal data for:

- To deliver public services including to understand your needs to provide the services that you request.
- To confirm your identity to provide some services.
- To contact you by post, email or telephone.
- To promote the interests of the council.
- To maintain our own records and accounts.
- To seek views and opinions.
- To notify you of changes to our facilities, services, events etc.
- To send you communication which you have requested that that may be of interest to you e.g., initiatives, campaigns, new projects.
- To process relevant financial transactions including grants and payment for goods supplied to the council.
- Photographs of individuals will be used for announcements of events, news purposes on the Town Council website. Parental / Guardian Consent must be obtained for under 16's.

What is the legal basis for processing your personal data?

The 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. Sometimes when exercising these powers or duties it is necessary to process personal data of residents or people using the council's services. We will always take into account your interests and rights. This Privacy Notice sets out your rights and the council's obligations to you.

We may process personal data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. An example of this would be processing your data in connection with the use of sports facilities, or the acceptance of an allotment garden tenancy. Sometimes the use of your personal data requires your consent. We will first obtain your consent to that use.

How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is currently best practice to keep financial records for a minimum period of 8 years to support HMRC audits or provide tax information. We may have legal obligations to retain some data in connection with our statutory obligations as a public authority. The council is permitted to retain data in order to defend or pursue claims. In some cases, the law imposes a time limit for such claims (for example 3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. In general, we will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

Your rights and your personal data

You have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

1) The right to access personal data we hold on you

At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request we will respond within one month.

There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.

2) The right to correct and update the personal data we hold on you

If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.

3) The right to have your personal data erased

If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold.

When we receive your request, we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).

4) The right to object to processing of your personal data or to restrict it to certain purposes only

You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.

5) The right to data portability

You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.

6) The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained

You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).

7) The right to lodge a complaint with the Information Commissioner's Office.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Measures in place to keep data secure:

Files to be backed up.

Ensure that up to date anti-virus is in place.

Authorised personnel only to access Rhuddlan Town Council business i.e. passwords access only.

Log off after use.

Safe file storage.

Accountability

Rhuddlan Town Council shall be responsible for and be able to demonstrate compliance with the Data Protection Principles. The Privacy Statement will be reviewed annually.

How to contact Rhuddlan Town Council

Please contact the Town Clerk if you have any questions about the privacy Statement or information the Town Council holds about you.

clerk@rhuddlantownconcil.gov.uk

07775 673706

Rhuddlan Town Council, Hwb Rhuddlan, Clos David Owen, Rhuddlan, Denbighshire, LL18 2UJ.

Privacy Statement adopted 13th December 2018 and reviewed annually.