



Neath Town Council
Cyngor Tref Castell-nedd

NEATH TOWN COUNCIL DATA PROTECTION PRIVACY NOTICE

Why have a privacy policy?

Neath Town Council is committed to protecting your privacy when you use its services. Set out in this notice is the Council policy/practice that deals with 'personal data'/information (personal data) and to fulfill the Data Protection legislation (the Legislation) requirements which is regulated and enforced by the Information Commission Officer (see later for contact details).

Who we are

Neath Town Council is a tier of local government. We provide services to the residents of Neath and the surrounding areas. We own and maintain the following assets:

Neath Castle
Neath Town Hall
Cimla Community Centre
Melyncryddan Community Centre
Neath Community Café
Neath Community Centre
Fairyland Allotment Site
Melyn Allotment Site
Various Investment Properties throughout Neath Town Centre
Bus Stops
Roadside Seats
Defibrillators
Neath Christmas Lights
Hanging Baskets
Festivals Bunting

What is personal data?

Personal information can be anything that directly or indirectly identifies and relates to a living person. This can include information that when linked with other information can identify a person.

Some information is 'special' and needs more protection due to its sensitivity. It is often information you would not want widely known and is very personal to you. This is likely to include anything that can reveal your:

- sexuality and sexual health
- religious or philosophical beliefs
- ethnicity
- physical or mental health
- trade union membership
- political opinion
- genetic/biometric data
- criminal history



Neath Town Council
Cyngor Tref Castell-nedd

NEATH TOWN COUNCIL DATA PROTECTION PRIVACY NOTICE

Who has responsibility for personal data?

Data Controllers

Neath Town Council is the data controller under the Legislation in respect of all personal data collected. The Council's contact details are:

Neath Town Council
Administration Offices – First Floor
10 – 12 Orchard Street
NEATH SA11 1DU
Telephone: 01639 642126
Email: clerk@neathtowncouncil.gov.uk

The Council's Data Processing Officers

The Council's Data Processing Officers are:

| | |
|-----------------|---|
| Kathryn Charles | Neath Town Clerk |
| Ben Hughes | Deputy Town Clerk & Responsible Financial Officer |
| Lyn Rawle | Mayor's Secretary |
| Sara Wharmby | Administration Officer |
| Sarah Williams | Events Administrator |

How does the Council take decisions and process personal data?

The Council's powers derive from legislation. In accordance with these powers decisions are usually taken at the Council Meetings. However, the Council does delegate some decisions to Officers.

When using personal data, the Council will comply with a series of data protection principles. These principles are to protect you. The Council will:

- Process all personal information lawfully, fairly and in a transparent manner;
- Collect personal information for a specified, explicit and legitimate purpose;
 - Ensure that the personal information processed is adequate, relevant and limited to the purposes for which it was collected;
- Ensure the personal information is accurate and up to date;
- Keep your personal information for no longer than is necessary for the purpose(s) for which it was collected;
- Keep your personal information securely using appropriate technical or organisational measures.



Neath Town Council
Cyngor Tref Castell-nedd

NEATH TOWN COUNCIL DATA PROTECTION PRIVACY NOTICE

Why does the Council process personal data?

Information about you is required to, for example to;

-deliver and manage services to you and the locality the Council represents such as;

- consultation on planning application;
- enquiries and complaints;
- events;
- grants;
- publicity;
- community centers;
- legal and other claims;
- train and manage staff to deliver the service;
- investigate complaints you have about the services;
- keep track of spending on services;
- check the quality of services; and
- to help with research and planning of new services.

Not always, but on occasions and before using the personal data received, the Council may require your consent. (If your consent is required you will be invited to sign a consent notice and return it to the Council. However, you will NOT be obliged to give your consent and any consent given can be withdrawn later.)

How does the law allow the Council to use your personal data?

There are many occasions when the law allows the Council to use your personal data:

- where you, or your representative, has given explicit consent for specific processing purpose(s);
- you have undertaken a contract with the Council or have undertaken steps leading to the award of a contract;
- for employment purposes;
- to comply with the Council's statutory duties;
- to protect you or another individual's "vital interests" in an emergency;
- to undertake a task carried out in the public interest or in the exercise of authority given to the Council;
- to deal with a legal and other claim(s);
- you have made your data publicly available;
- for archiving, research or statistical purposes; and
- for legitimate interests - note the Council can only rely on this ground if it is processing for a legitimate reason other than performing tasks as a public authority.

Note: Alternative rules apply for the processing of the "sensitive"/special categories of personal data, referred to above.



Neath Town Council
Cyngor Tref Castell-nedd

NEATH TOWN COUNCIL DATA PROTECTION PRIVACY NOTICE

Consent

If you have given the Council your consent, you have the right to remove it at any time. If you want to remove your consent, please contact Officers to deal with your request.

When will the Council use the personal data?

The Council will only collect and use personal information if it is needed to deliver a service or meet a requirement.

If the Council uses your personal data for research and analysis, it will be kept anonymous or use a different name unless you' have agreed that your personal data can be used. The Council does not sell, rent, or swap your personal information to other organisation.

Who may also receive your information?

Sometimes the Council has a legal duty to provide your personal data to other organisations and this may override your right to privacy, for example:

- in order to find and stop crime and fraud; or
- if there are serious risks to the public, or staff; or
- if there is an emergency.

Additionally, the Council may have a legal duty to share your information with organisations to support the delivery of the services it provides, such as;

- HMRC;
- the NHS;
- the County Borough Council;
- the Police;
- the Fire Service; and possibly
- voluntary organisations.

Employees Data

We process personal data relating to those we employ to work, or are otherwise engaged to work. The Town Council do this is for employment purposes, to assist in the running of the Council and/or to enable individuals to be paid.

The personal data includes identifiers such as Name, Date of Birth, Personal characteristics such as gender and ethnic group, qualifications and absence information.

The Council will not share information about you with third parties without your consent unless the law allows or requires us to. We are sometimes required to share some of your personal data with Statutory Bodies, for example to HMRC for tax purposes or to police forces for the prevention of crime.



Neath Town Council
Cyngor Tref Castell-nedd

NEATH TOWN COUNCIL DATA PROTECTION PRIVACY NOTICE

How long will the personal data be held?

The Council will only keep your information for as long as it is required to be retained and the retention period is either set out in the Council Records Management Policy or in the Legislation. There will be a good or legal reason for keeping your personal data for a set period.

Once your information is no longer needed it will be securely and confidentially destroyed. A copy of the Council Records Management Policy can be viewed at www.neathtowncouncil.gov.uk, or obtained by contacting the Council.

What are your rights?

You have certain rights under the Legislation, namely:

- ✓ The right of access to any personal information the Council holds about you;
- ✓ The right of rectification. The Council must correct inaccurate or incomplete data within one month;
- ✓ The right to erasure. You have the right to have your personal data deleted and to prevent processing unless the Council has a reason or legal obligation to process your personal data;
- ✓ The right to restrict processing. You have the right to suppress processing. The Council can retain only information about you to ensure that the restriction is respected in future;
- ✓ The right to data portability. The Council will provide you with your personal data in an electronic readable form when asked.

To request a copy of this information you must make a subject access request in writing to the Council's Data Protection Officer, either by way of a letter, [email](#) or by an agreed alternative method:

To enable the Council to deal with the request you will need to include your current name and address, proof of identity (such as copy of your driving license, passport or two different utility bills that display your name and address), and as much detail as possible so that the authority can identify any information it may hold.

However, the Council will not let you have data involving:

- Confidential information about other people; or
- Data that will cause serious harm to your or someone else's physical or mental wellbeing;

or

- If the information may obstruct the Council from preventing or detecting a crime.
- To receive free a copy of your personal data within a calendar month of receipt of your request;



Neath Town Council
Cyngor Tref Castell-nedd

NEATH TOWN COUNCIL DATA PROTECTION PRIVACY NOTICE

Does the Council's transfer personal data a third country and where is the personal data kept?

The Council stores paper copy data under lock and key in its office, all computers are password protected and electronic personal data is stored in the "cloud" in the UK. The internet is global, and there may be occasions when the data may leave the UK. It is also possible that information provided will be temporarily transferred via a route outside the EU as it passes between you and the Council.

You should also be aware that data transmitted via the Internet cannot be guaranteed to be completely secure during transmission. The Council cannot ensure nor warrant the security of any information you transmit to the Council whether by email or otherwise.

Security of your information and how does the Council protect the personal data?

The council will do what it can to make sure that the data is held in a secure way whether on paper or electronically in a secure way. The security includes, for example:

- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it;
- Redacting personal information on all emails and correspondence to the office being put into the public domain.
- Training staff to make them aware of how to handle information and how and when to report when something goes wrong; and Keeping up to date on the latest security updates (commonly called patches.).
- Telephone calls to the Council are not recorded.
- Emails – If you email the Council we may keep a record of your contact and your email address and the email for our record keeping of the transaction. For security reasons we will not include any confidential information about you in any email we send to you, unless you consent to this.
- Any information provided through the Council's Contact Page on its Website and where you enquire about services or you wish to tell us something else such as making a comment, compliment or complaint will be used for the purposes which we reasonably believe it was provided for.



Neath Town Council
Cyngor Tref Castell-nedd

NEATH TOWN COUNCIL DATA PROTECTION PRIVACY NOTICE

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a Privacy Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

Changes to this Notice

We keep this Privacy Notice under regular review and we will place any updates on www.neathtowncouncil.gov.uk. This Notice was last updated in May 2018.

How to make a complaint or comment?

If you wish to make a complaint or comment, please contact the Council, for example, by calling at the office, or by letter or email.

You may also contact the Information Commissioner's Office at:

The Information Commissioner's Office Wales
2nd Floor - Churchill House
Churchill Way
Cardiff CF10 2HH
Telephone: 029 2067 8400 / Fax: 029 2067 8399
Email: wales@ico.org.uk

The office welcomes calls in Welsh on 029 2067 8400. Mae'r swyddfa yn croesawu galwadau yn Gymraeg ar 029 2067 8400, or The Information Commissioner Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Phone: 08456 30 60 60 Website: www.ico.gov.uk