



West End Parish Council

Privacy Policy

Introduction

West End Parish Council understands that your privacy and the security of your personal information is extremely important. We are committed to protecting your privacy when you visit our website, take part in any of our projects, attend our events or interact with the Council in any way. We want to ensure that we respect your privacy in everything we do.

This Privacy Policy sets out what personal data we collect, what we do with it and how we secure your data. We also explain your rights in relation to the personal data we hold about you and how you can exercise your rights or register a complaint.

Our contact details:

Address: West End Parish Council, Chapel Road, West End, Southampton, SO30 3FE

Telephone: 023 8046 2371

Website: www.westend-pc.gov.uk

Email of our Data Protection Officer: clerk@westend-pc.gov.uk

Personal Data We Collect

We only collect information we need to perform our duties as a Parish Council. We currently collect and process the following personal information:

- Name
- Address
- Telephone number
- Email address (including business email address)
- Bank account and payment card details, if we are required to make a payment to you as a service provider
- Contracts and agreements with service providers
- Photographs and video from our events

You are under no obligation to provide any information but if you do not then it might be more difficult to provide you with certain services or information.

How We Obtain & Use Personal Data

Most of the personal information we process was provided directly by you for one of the following reasons:

- Registering for one of our events
- Account details of service providers
- To respond to enquiries or correspondence
- As a prize winner at one of our events



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- Agreed to receive marketing emails from us
- When you hire one of our venues
- For the purposes of keeping burial records
- Councillors responding to and dealing with casework on behalf of residents
- To seek your views, opinions, or comments
- Our processing may also include the use of CCTV systems for the prevention and prosecution of crime.

Legal Basis for Processing Personal Data

We always process personal data legally as required by legislation. The different legal bases we rely on are:

Consent:	You gave permission to process the data for a specific purpose. Consent can be removed at any time by contacting our Data Protection Officer.
Legitimate Interests:	The processing is necessary for us to perform our duties and pursue the Council's agreed objectives.
Performance of a Contract:	We must process personal data in order to be able to meet our contractual obligations.
Vital Interests:	In an emergency we might provide personal data to save someone's life.
Legal Obligation:	We are required to process your personal data by law.
Public Interest:	To carry out a task in the public interest.

What We Do With The Information

We use personal data in the following ways:

- To arrange our events and activities.
- To personalise your browsing experience and monitor trends on our website.
- To send our newsletter if you have signed up to receive it.
- To advertise our events and promote our activities.
- To contact you, following your enquiry, reply to any questions, suggestions, issues, or complaints you have contacted us about.
- To respond to venue hire enquiries.
- To address concerns you have raised through casework.

We do not share information with third parties unless you have given your permission and we have notified you. We do not transfer personal data outside of the EEA and if such a transfer might become necessary, we will ensure that standard contractual clauses or other safeguarding measures are used and that you are aware of this transfer.



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Cookie Policy

We use cookies on our website including non-essential cookies. You can decline non-essential cookies.

Cookies are small files normally consisting of letters and numbers which stores information on the user's computer. They are used in numerous ways, such as to analyse visitor traffic to our website through Google Analytics.

We use cookies on our website to link to social media platforms such as Facebook and Twitter.

How We Store Your Information

Your information is securely stored on password protected hardware and in secure filing cabinets.

We keep personal data for only as long as necessary. In most cases, our retention period will come to an end 6 years after the end of your relationship with us, but we review personal data we hold every two years to establish if it is still necessary for us to store and that the information we hold is accurate. In some cases, we are required to keep personal data for longer to comply with our legal obligations. When we no longer need your personal data or have a legal obligation to store the data, we will dispose of your information by deleting it from all our systems and securely disposing of paper files.

Please contact our Data Protection Officer for more information on our Retention Policy.

Your Data Protection Rights

Under data protection law, you have rights including:

Your Right of Access

You have the right to ask us for copies of your personal information.

Your Right to Rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your Right to Erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your Right to Restriction of Processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your Right to Object to Processing

You have the right to object to the processing of your personal data in certain circumstances.

Your Right to Data Portability

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.



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You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. We will require you to provide proof of your identity through a driver's licence, passport, or other acceptable form of identification.

Please contact our Data Protection Officer if you want to exercise any of your rights.

How to complain:

In the first instance please send complaints to our Data Protection Officer. If you are not happy with the response you received from the Parish Council or how we used your data, please send your complaint to the Information Commissioner's Office.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

From time to time we may add or change functions, features or products to our website or add or change services. This, and our commitment to protecting the privacy of your personal information, may result in periodic changes to this Privacy Policy. We will make every effort to inform you of any changes.