



# Pembroke Town Council

## Privacy Notice

Pembroke Town Council is committed to protecting your privacy. All public and private organisations are legally obliged to protect any personal information they hold. The Council operates in accordance with the current Data Protection laws in respect of any personal information we receive.

We are permitted to process information under GDPR Article 6 (1) (b) (c) (e) and (f) when:

- Processing is necessary for the performance of a contract with the data subject, or
- Processing is necessary for compliance with a legal obligation, or
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, or
- Processing is necessary for the purpose of the legitimate interests pursued by the controller (CCTV)

### What Personal Information do we collect?

The information that we receive or collect from you may include –

- Name, Address, Telephone / mobile number, email address
- Town Wi-Fi - IP address, phone name & make, location when logged in

We are provided with a copy of the Register of Electors by the Registration Officer which is used in connection with electoral purposes only. We do not sell personal information to other organisations.

### How we use your personal information

We collect and use your personal information so we can provide you with statutory and other services. We use your information for the purpose for which you provided the information, including the delivery of services for you. We also use this information to monitor our performance in responding to your request.

We use your information in the following ways:

- to tell you about services and provide services appropriate to you, for example highlighting additional help or services available to you.
- for insight purposes to allow us to analyse patterns and trends of service usage from the Pembroke Town free Wi-Fi
- to process financial transactions, payments and hall bookings
- to help us to verify your identity if you ask us for services or help
- to help investigate any concerns or complaints you have may have about the services you receive



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## Sharing your information

We may share information with the local authority with regard to planning. Your personal details will not appear in the town council minutes. We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud including the Auditor General for Wales, and where the disclosure is in the vital interests of the person concerned.

## How long do we keep data

We will retain the information provided to us for the appropriate time as stated in our retention policy. You can view our retention policy by contacting the town clerk. We will securely dispose of your information once it is no longer required.

## Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulation 2018. To make a request for any personal information we may hold you need to put your request in writing addressing it to:

*Town Clerk ,  
Pembroke Town Council  
Main Street  
Pembroke  
SA71 4JS*

## Your Rights.

Under the General Data Protection Regulation 2018, you have rights as an individual which you can exercise in relation to the information we hold about you, not all rights will apply, it will depend on the legal basis for processing your data.

- The right to be **Informed** – Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR
- The right of **Access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **Rectification** – you have the right to ask to have your information corrected.
- The right to **Erasure** – this is not an absolute right and will depend on the reason for processing your personal information
- The right to **Data Portability** – this only applies to data processing that is carried out by automated means



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- The right to **Restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **Object** – this is not an absolute right and will depend on the reason for processing your personal information.

## **Complaints or Queries.**

Pembroke Town Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

*Town Clerk ,  
Pembroke Town Council  
Main Street  
Pembroke  
SA71 4JS*

Email: [suzie@pembstowncouncil.plus.com](mailto:suzie@pembstowncouncil.plus.com)

Telephone: (01646) 683092

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

*Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF*

Email case [worker@ico.org.uk](mailto:worker@ico.org.uk) Telephone No: 0303 123 1113

## **Changes to this privacy notice.**

We keep our privacy notice under regular review.