

Bickenhill & Marston Green Parish Council

Privacy Policy

Our Contact Details

Name: Bickenhill & Marston Green Parish Council ("The Council")
Address: Parish Office, Recreation Ground, Bickenhill Road, Marston Green B37 7ER
Phone Number: 0121 779 4040
Email: clerk@bmgpc.org

Bickenhill & Marston Green Parish Council is committed to protecting the personal information we hold of people who use our services.

The Council complies with all laws concerning the protection of personal information, including the General Data Protection Regulation (GDPR). The Council has security measures in place to reduce the risk of theft, loss, destruction, misuse or inappropriate disclosure of personal information. All systems have unique login details and access is only given to the staff who need it.

Your personal information is being processed by Bickenhill & Marston Green Parish Council. The Council is committed to managing personal information in line with current legislation and best practice, this includes the General Data Protection Regulation (GDPR) active from 25 May 2018.

Whenever you provide personal information, it is treated in accordance with our privacy policy.

This statement of privacy applies to use of any personal information collected or created about you. This includes information:

- collected from visitors to www.bmgpc.org and users of web applications;
- given to the Council by phone, social media, such as Facebook and Twitter, email, in letters, in forms and other correspondence; or
- given in person.

What information might be collected about you and where it comes from:

Bickenhill & Marston Green Parish Council collects personally identifiable information whenever you access or sign up to any of its services, request information, make a complaint or participate in activities that it provides. This information may include your name, email address, home or work address, telephone or mobile number, date of birth or bank account details. The Council may also collect anonymous demographic information, which is not unique to you, such as postcode, age, gender, preferences, interests and favourites.

Description of processing

The following is a broad description of the way this organisation processes personal information:

Reasons/purposes for processing information

The Council processes personal information that is necessary for correspondence, information and service provision.

Type/classes of information processed

The Council processes information relating to the above reasons/purposes. This information may include (but is not limited to):

- personal details
- family, lifestyle and social circumstances
- goods and services
- financial details
- education details
- employment details
- customers
- suppliers
- staff
- people contracted to provide a service
- complainants, enquirers or their representatives
- professional advisers and consultants
- landlords
- people captured by CCTV images
- representatives of other organisations
- elected members

The Council may also process special categories of information that may include (but is not limited to):

- physical or mental health details
- racial or ethnic origin
- religious or other beliefs
- trade union membership

Who the information is processed about

The Council processes personal information about customers and clients, advisers and other professional experts and employees.

Who the information may be shared with

The Council may sometimes need to share the personal information it processes with the individual themselves and with other organisations. Where this is necessary the Council is required to comply with all aspects of GDPR. What follows is a description of the types of organisations the Council may need to share some of the personal information it processes with for one or more reasons. Where necessary or required the Council may share information with:

- business associates, professional advisers
- family, associates and representatives of the person whose personal data we are processing
- suppliers
- local and central government
- financial organisations
- ombudsmen and regulatory authorities

- credit reference and debt collection agencies
- healthcare professionals, social and welfare organisations
- current, past or prospective employers
- examining bodies
- service providers

How The Council uses the information it collects about you

The Council processes personal information to enable it to provide a range of government services to local people and businesses which include:

- maintaining its own accounts and records
- supporting and managing employees
- promoting the services it provides
- carrying out health and public awareness campaigns
- managing its property
- carrying out surveys
- crime prevention including the use of CCTV and ANPR
- corporate administration and all activities it is required to carry out as a data controller and public authority
- undertaking research
- internal financial support and corporate functions
- managing archived records for historical and research reasons
- planning including applications and decisions, building control, local plans and conservation

Consent

The Council will ask you for your permission to process your personal information if it is not covered by a public task or legal duty. This might be when we want to use your information in a way which is unexpected or different to the original purpose where there is no legal basis. If we rely on your consent to process your personal information, you have the right to withdraw that consent at any time. If you wish to withdraw your consent, please contact the service that asked for your consent in the first instance.

The Council needs the parental consent of children under the age of 13 if it offers services directly to children over the internet. The Council will make reasonable efforts to verify age and parental responsibility.

When The Council may use your details to contact you

The Council may contact you in a variety of circumstances, for instance:

- in relation to any service, activity or online content you have requested or signed up for to make sure that we can deliver the services to you, e.g. to verify your email when you sign up to an online account, to help you reset your password or to check if you still want to use the service (if your account has not been active recently)
- in response to any correspondence The Council receives from you or any comment or complaint you make
- in relation to any personalised services you are receiving
- to invite you to participate in surveys about council services

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 personal 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 personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

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

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.

Please use the contact details shown on page 1 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to The Council at clerk@bmgpc.org.

You can also complain to the ICO if you are unhappy with how The Council have used your data.

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Retention policy

Retention Period	
Where stored:	Electronic, paper
Authority:	Bickenhill & Marston Green Parish Council
Information Asset Owner:	Bickenhill & Marston Green Parish Council
Location Held:	Electronically or Secure File
Permanent Preservation:	No
Sensitive Personal Data:	No