

ALPHETON PARISH COUNCIL

PRIVACY POLICY

1. Introduction

Alpheton Parish Council is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of those who contact us or engage in contracts for services with us whether that be online, offline or by telephone.

We have therefore developed this privacy policy to inform you of the data we collect, what we do with your information, what we do to keep it secure as well as the rights and choices you have over your personal information.

2. The information we collect and when

We only collect information that we know we will genuinely use and in accordance with the General Data Protection Regulation (GDPR). The type of information that we will collect on you, and you voluntarily provide to us includes:

- Your name
- Address
- Telephone number(s)
- Email address
- Survey responses

We may, in further dealings with you, extend this information to include, for example, services used, records of conversations and agreements and payment transactions.

- You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to communicate and deal with you in an efficient and effective manner.
- The legal basis for processing your data we will have requested or stated at the point the information was initially provided, therefore we will not store, process or transfer your data outside the Parish Council unless we have an appropriate lawful reason to do so.

3. How we use your information

- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about.
- Take payments from you, where applicable.
- For statistical analysis, for example any surveys carried out on behalf of the Parish Council.

4. Who we might share your information with

We may share your personal data with other organisations in the following circumstances:

- If the law or a public authority says we must share the personal data.
- If we need to share personal data in order to establish, exercise or defend our legal rights.

5. Your rights over your information

5.1.1 Right to Access Your Personal Information

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and aim to do so within 30 days from when your identity has been confirmed.

We would ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If you would like to exercise this right, please contact us as set out below.

5.1.2 Right to Correction of Your Personal Information

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it. If you would like to exercise this right, please contact us as set out below.

5.1.3 Right to Stop or Limit Our Processing of Your Data

You have the right to object to us processing your personal information if we are not entitled to use it anymore, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances. If you would like to exercise this right, please contact us as set out below.

5.1.4 For more information about your privacy rights

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public/official-information>

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.

6. How long we keep your information for

We retain a record of your personal information to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the

General Data Protection Regulation (GDPR) and never retain your information for longer than is necessary. Unless otherwise required by law, your data will be stored for a period of 2 years after our last contact with you, at which point it will be deleted.

7. Security

Data security is of great importance to Alpheton Parish Council, and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your collected data. We take security measures to protect your information including: • Implementing access controls to our information technology • We use appropriate procedures and technical security measures to safeguard your information across our computer system.

8. How to contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: clerk@alphetonparish.gov.uk

By post: Sarah Headland, 10 Bury Road, Bury St Edmunds, IP30 0NT

Thank you for taking the time to read our Privacy Policy.

Alpheton Parish Council

This Policy was adopted on: 21st May 2026

Last reviewed: May 2026