FELIXSTOWE TOWN COUNCIL

UK GDPR Privacy Notice

1. Introduction	Felixstowe Town Council has provided this privacy notice to help explain why and how we collect, use and protect your personal information whilst acting as a Town Council. The use of your personal information is important to you and to us. The purpose of this document is to clearly acknowledge our responsibilities in relation to the UK General Data Protection Regulation (UK GDPR) and the additional provisions set out in the Data Protection Act 2018. This Privacy Notice applies to all personal information held by Felixstowe Town Council in all formats and applies to all employees, elected members, contractors, agents, representatives and temporary staff working for or on behalf of the Council.
2. Definitions	**Personal Data** means any information relating to an identified or identifiable natural (living) person ('data subject'). A person can be identified directly or indirectly by reference to a name, identification number, online identifier, email address, location data, or factors specific to their physical, physiological, genetic, mental, economic, cultural or social identity. **Special Category Personal Data** (previously known as 'sensitive personal data') relates to information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data (for identification purposes), health, sex life or sexual orientation. Personal data relating to criminal convictions and offences is afforded similar additional protection. **Data Controller** determines the purposes and means of processing personal data. **Data Processor** processes personal data on behalf of the Data Controller. **Third Party** means any individual or organisation other than the Data Controller, Data Processor or the Data Subject.
3. Who we are	Local Councils (Town and Parish Councils) are the first tier of local government and are often the first point of contact for community issues. They are democratically elected local authorities representing the interests of local residents and delivering services to meet local needs. These responsibilities may include community facilities, allotments, planning consultations, street lighting, parks, open spaces and civic activities.

	Felixstowe Town Council is the Data Controller for the personal information it collects and processes. This means we are responsible for deciding how and why your personal data is used. We regard the lawful and correct treatment of personal information as critical to our successful operations and to maintaining public confidence. If you have any questions concerning your personal data, please contact: the Town Council: enquiries@felixstowe.gov.uk
4. How the law protects you	The UK GDPR states that we may only process personal data where we have a lawful basis to do so. These lawful bases include: • Compliance with a legal obligation • The performance of a contract • Where it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council • Legitimate interests (where applicable) • Where you have given valid consent. Where special category personal data is processed, an additional legal condition will also apply. Further information on how the law protects you is available from the Information Commissioner's Office ICO website.
5. Our Responsibilities	Article 5 of the UK GDPR requires that personal data shall be: 1. Processed lawfully, fairly and in a transparent manner 2. Collected for specified, explicit and legitimate purposes 3. Adequate, relevant and limited to what is necessary 4. Accurate and, where necessary, kept up to date 5. Kept in a form which permits identification of data subjects for no longer than is necessary 6. Processed in a manner that ensures appropriate security. Felixstowe Town Council aims to ensure that personal information is handled in accordance with these principles and with the law. All personal information provided to the Council is held securely and in confidence, whether in electronic or paper form. We maintain appropriate technical and organisational measures to protect personal data against unauthorised access, loss or misuse. All staff, councillors and third parties acting on our behalf are required to observe our data protection standards. Special category personal data and criminal offence data will only be processed where lawful and necessary, and with appropriate safeguards in place. Any personal data breach will be treated seriously and investigated in line with our internal procedures. Where required by law, breaches will be reported to the ICO and, where appropriate, to affected individuals.

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<tr><td></td><td colspan="2">Any suspected data breach should be reported to the Town Clerk at: Townclerk@felixstowe.gov.uk</td></tr>
<tr><td rowspan="11">6. Your Rights</td><td colspan="2">The GDPR provides you with the following rights:</td></tr>
<tr><td>The right to be informed</td><td>You have the right to be informed about the collection and use of your personal data, and this is outlined in this privacy notice.</td></tr>
<tr><td>The right of access</td><td>You have the right to request access to the personal data we may hold about you.</td></tr>
<tr><td>The right to rectification</td><td>You have the right to request that inaccurate personal data we hold is rectified.</td></tr>
<tr><td>The right to erasure</td><td>In certain circumstances, you have ‘the right to be forgotten’ and have your personal data erased.</td></tr>
<tr><td>The right to restrict processing</td><td>In certain circumstances, you have the right to request the restriction or suppression of your personal data.</td></tr>
<tr><td>The right to data portability</td><td>In certain circumstances, you have the right to request to obtain your own personal data for your own use or to give to other organisations.</td></tr>
<tr><td>The right to object</td><td>In certain circumstances, you have the right to object to your personal data being collated, stored and processed.</td></tr>
<tr><td>Rights in relation to automated decision making and profiling.</td><td>You have the right to request that we do not make our decisions based on solely an automated process, and you can object to an automated decision and ask that a person reviews it in certain circumstances.</td></tr>
<tr><td>The right to withdraw of consent</td><td>In our discretionary service provisions, you have the right to withdraw your consent at any time.</td></tr>
<tr><td>The right to complain</td><td>You have the right to complain through our complaints procedure, and then the Information Commissioner.</td></tr>
<tr><td colspan="2">Any requests in relation to your rights with regards to the personal data we hold should be made verbally or in writing to enquiries@felixstowe.gov.uk

For further information on your rights, please see the ICO website.</td></tr>
<tr><td>7. Your responsibilities</td><td colspan="2">You are responsible for making sure that any personal information you provide to us is accurate and kept up to date, and for notifying us of any changes.</td></tr>
<tr><td>8. When do we collect information about you?</td><td colspan="2">We may collect information about you from different places, including:
• Directly from you;
• From a third party;
• From publicly available sources;
• From other organisations or agencies.</td></tr>
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	We will only collect personal information where it is necessary and lawful to do so in connection with our statutory or discretionary functions. We may obtain personal information via telephone, email, online forms, post or in person. At the point of collection, we will identify and apply the appropriate lawful basis for processing. Where personal data is required to fulfil a statutory function, failure to provide it may prevent or delay us from providing a service. Where data is required for discretionary services or contracts, this will be explained to you.
9. What personal information do we collect?	Depending upon the service we are delivering, we may hold; your name, address, email address, telephone number, views / opinions or other information relevant to a particular service/enquiry.
10. How do we use your information?	We use personal information only for purposes relevant to our statutory and discretionary obligations and we will not use your personal data for other purposes other than for what it was collated unless we have obtained your consent or for other lawful purposes (i.e. detection and prevention of fraud). **Marketing** We may use marketing to let you know about products, services and offers that you may want from us. You will be given the option to opt in to marketing at the point of data collection.
11. How long do we keep your information?	We will hold your personal information in accordance with statutory responsibilities and contractual requirements in line with our Data Retention Policy.
12. Data Sharing	We may share personal information with third parties where the law allows, where it is necessary for the performance of our functions, or where we have your consent. Any data sharing will be carried out securely and only where there is a clear and lawful basis. The Council seeks to be transparent about how and why personal data is shared.
13. Transferring your information overseas	Felixstowe Town Council does not routinely transfer personal data outside the United Kingdom. If this position changes, appropriate safeguards will be put in place in accordance with the law.
14. Complaints	If you have a complaint regarding the way your personal data has been processed you may make a complaint to the Town Clerk: townclerk@felixstowe.gov.uk, tel 01394 282086 or the Information Commissioners Office: casework@ico.org.uk Tel: 0303 123 1113

Policy Approved: Council 2 September 2026
Review Body: Finance & Governance Committee recommendation to Council.
Review Period: Annually
Next Review: F&G (March 2027) / Annual Council (May 2027)