

FLAUNDEN PARISH COUNCIL

Privacy Policy

Adopted: 20 July 2026

Next Review: 2028

Flaunden Parish Council is committed to protecting your privacy and handling your personal data fairly, lawfully and transparently.

This Privacy Policy explains how we collect, use, store and protect personal information when you use our website or contact the Council. This website is operated on our behalf by [Parish Online](#).

This policy should be read alongside our [Accessibility Statement](#) and any service-specific privacy notices published by the Council.

Data Controller

For data protection purposes, **Flaunden Parish Council** is the data controller.

- Address: September Cottage, Hogpits Bottom, Flaunden HP3 0QB
- Email: clerk@flaundenparish.gov.uk
- Telephone: 07771 766 222

Data Protection Contact

Data protection enquiries should be directed to the Clerk:

- Jack Debnam
- Email: clerk@flaundenparish.gov.uk
- Address: September Cottage, Hogpits Bottom, Flaunden HP3 0QB

Data Protection Legislation

This Privacy Policy is provided in accordance with:

- [UK General Data Protection Regulation \(UK GDPR\)](#)
- [Data Protection Act 2018](#)
- [Privacy and Electronic Communications Regulations \(PECR\)](#)
- [Freedom of Information Act 2000](#)
- [Environmental Information Regulations 2004](#)
- [Local Government Act 1972](#)

Personal Data We Collect

Depending on how you interact with the Council, we may collect:

Contact information

- Name

- Postal address
- Email address
- Telephone number

Correspondence information

- Details of enquiries, complaints or requests
- Information supplied in forms, emails, letters or telephone conversations

Website information

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device type and operating system
- Referring website
- Date, time and pages visited

Council service information

Where relevant, we may collect information necessary to provide council services or carry out statutory functions.

How We Collect Personal Data

We collect personal data:

- Directly from you through website forms, email, telephone, post or meetings
- From government bodies, public authorities, contractors and service providers acting on behalf of the Council
- From publicly available sources where permitted by law

Why We Use Personal Data

We use personal data to:

- Respond to enquiries and correspondence
- Deliver council services and process requests and applications
- Manage consultations and community engagement
- Maintain council records and administer meetings and council business
- Comply with legal obligations and exercise the Council's statutory functions
- Improve website performance and security
- Prevent fraud and misuse of services

Lawful Basis for Processing

Under UK GDPR, the Council must have a lawful basis for processing personal data.

Public task – Article 6(1)(e)

Most Council processing is necessary for the performance of tasks carried out in the public interest or in the exercise of official authority vested in the Council.

Legal obligation – Article 6(1)(c)

We process personal data where necessary to comply with legal obligations, including those arising under local government, audit, electoral and transparency legislation.

Consent – Article 6(1)(a)

Where required, we will obtain your consent before processing your information. You may withdraw consent at any time by contacting us.

Legitimate interests – Article 6(1)(f)

Where appropriate, we may process personal data for legitimate interests, provided those interests are not overridden by your rights and freedoms.

Who We Share Information With

We may share personal data where necessary with:

- Council employees and councillors
- Professional advisers, auditors and inspectors
- Government departments, public bodies and regulators
- Law enforcement agencies
- Contractors and service providers
- Website hosting and IT support providers

Information is shared only where there is a lawful basis for doing so. The Council does not sell personal data.

This website is hosted and operated on behalf of the Council by [Parish Online](#), acting as a data processor. Parish Online processes website data only on the Council's instructions and in accordance with a data processing agreement.

Freedom of Information and Environmental Information Requests

As a public authority, the Council is subject to the [Freedom of Information Act 2000](#) and the [Environmental Information Regulations 2004](#). Information provided to the Council may be disclosed where required by law.

When considering requests for information, the Council will balance its legal obligations with its responsibilities under data protection legislation. Personal data will only be disclosed where permitted by law.

International Transfers

The Council primarily stores and processes information within the United Kingdom. Where personal data is transferred outside the UK, we will ensure that appropriate safeguards are in place in accordance with UK GDPR, including adequacy regulations, International Data Transfer Agreements or approved contractual clauses.

How Long We Keep Information

The Council retains personal data only for as long as necessary. Retention periods are determined by statutory requirements, business needs, audit requirements and legal obligations, and by guidance issued by the [National Association of Local Councils \(NALC\)](#) and relevant records management standards.

When information is no longer required it will be securely deleted or destroyed.

Security of Personal Data

The Council uses appropriate technical and organisational measures to protect personal data against unauthorised access, loss, destruction, alteration or disclosure. These include secure systems and servers, access controls, password protection, staff training, and regular review of security arrangements.

Your Rights

Under UK GDPR you have the following rights. To exercise any of these rights, please contact the Council or Data Protection contact listed above. We will respond within one month of receiving your request.

Right to be informed

To know how your personal data is used.

Right of access

To obtain a copy of personal data held about you (a Subject Access Request).

Right to rectification

To have inaccurate or incomplete information corrected.

Right to erasure

To request deletion of personal data where there is no longer a lawful basis to hold it.

Right to restrict processing

To request limitations on how your data is used.

Right to data portability

To obtain and reuse your personal data in certain circumstances.

Right to object

To object to processing carried out under certain lawful bases, including the public task basis.

Rights relating to automated decision-making

To challenge decisions made solely by automated means where applicable.

Automated Decision-Making and Profiling

The Council does not carry out automated decision-making or profiling that produces legal or similarly significant effects on individuals.

Complaints

If you are dissatisfied with how your personal data has been handled, you should first contact the Council or the Data Protection contact listed above.

You also have the right to complain to the [Information Commissioner's Office \(ICO\)](#):

- Website: ico.org.uk/make-a-complaint
- Telephone: 0303 123 1113

Website Cookies

Cookies are small text files placed on your device when you visit a website. The Council uses cookies to ensure the website functions correctly, improve website performance and understand how visitors use the website.

Some cookies are essential and do not require consent. Non-essential cookies, including analytics cookies, will only be placed after you have provided consent through the website's cookie banner. You may change your cookie preferences at any time through your browser settings or the website's cookie controls.

Cookies used on this website

Cookie type	Purpose
Strictly necessary	Enable core website functionality
Preferences	Remember user settings and choices, such as cookie consent
Analytics	Measure website usage and performance to help improve the site
Security	Protect website functionality and users from malicious activity

A current list of cookies is available through the website's cookie management tool.

Third-Party Websites

This website may contain links to external websites. The Council is not responsible for the content, privacy practices or security of third-party websites. You should read the privacy notices of any external websites you visit.

Changes to this Privacy Policy

The Council may update this Privacy Policy from time to time. Any changes will be published on this page and will take effect immediately upon publication. We encourage you to review this policy periodically.