



**PATCHWAY TOWN COUNCIL**  
Callicroft House, Patchway, Bristol, BS34 5DQ  
[www.patchwaytowncouncil.gov.uk](http://www.patchwaytowncouncil.gov.uk)

### **GDPR and Privacy Notice Policy**

This Privacy Policy will explain how Patchway Town Council uses the personal data we collect from you when you use our website, email or telephone the council.

#### **Topics:**

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- What types of cookies do we use?
- How to manage your cookies
- Privacy Policies of other websites
- Changes to our Privacy Policy
- How to contact us
- How to contact the appropriate authorities

#### **What data do we collect?**

The Council collects the following data:

Personal identification information (name, email address, phone number, etc.)

#### **How do we collect your data?**

You directly provide Patchway Town Council with most of the data we collect. We collect data and process data when you:

Register online or place an order for any of our products and services

Voluntarily complete a customer survey or provide feedback on any of our message boards or via email

Use or view our website via your browser's cookies

Emails into the office

Visitor's book

**Patchway Town Council may also receive your data indirectly from the following sources:**

The Electoral Register

Adopted: 16<sup>th</sup> May 2023  
Review: May 2024



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### **How will we use your data?**

Our Council collects your data so that we can:

Respond to queries

Email you regarding Town Council news

To contact a company

To respond to a member/member of public/staff

To share your information with other organisations, with your permission

### **How do we store your data?**

Patchway Town Council securely stores your data online on our database

Patchway Town Council will keep your personal contact information for a six-monthly period, or otherwise specified. Once this time period has expired, we will delete your data by secure removal from our systems.

### **What are your data protection rights?**

Patchway Town Council would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – you have the right to request Patchway Town Council for copies of your personal data. We may charge you a small fee for this service

The right to rectification – You have the right to request that Patchway Town Council correct any information you believe is inaccurate. You also have the right to request Patchway Town Council to complete the information you believe is incomplete

The right to erasure – You have the right to request that Patchway Town Council erase your personal data, under certain conditions

The right to restrict processing – You have the right to request that Patchway Town Council restrict the processing of your personal data, under certain conditions

The right to object to processing – you have the right to object to Patchway Town Council processing any of your personal data, under certain conditions

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [clerk@patchwaytowncouncil.gov.uk](mailto:clerk@patchwaytowncouncil.gov.uk)

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## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org).

### **How do we use cookies?**

Patchway Town Council uses cookies in a range of ways to improve your experience on our website, including:

Keeping you signed in

Understanding how you use our website

There are a number of different types of cookies, however, our website uses:

**Functionality** – Patchway Town Council uses these cookies so that we recognise you on our website and remember your previously selected preferences. These could include what language you prefer and what location you are in. a mix of first-party and third-party cookies are used.

**Advertising** – Patchway Town Council uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device and your IP address. Patchway Town Council sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### **Privacy policies of other websites**

The Patchway Town Council website contains links to other websites. Our Privacy Policy applies only to our website, so if you click on a link to another website, you should read their Privacy Policy.

### **Changes to our Privacy Policy**

Patchway Town Council keeps its Privacy Policy under regular review and places any updates on this web page. This Privacy Policy was last updated January 2023.

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#### **How to contact us**

If you have questions about Patchway Town Council's Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us at: [clerk@patchwaytowncouncil.gov.uk](mailto:clerk@patchwaytowncouncil.gov.uk)

#### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Patchway Town Council has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.