

# TELSCOMBE TOWN COUNCIL

## **DATA PROTECTION POLICY**

### **1. Introduction**

- 1.1 The Council holds and processes information about employees, Councillors, residents and customers and other data subjects for administrative and commercial purposes.
- 1.2 When handling such information the Council and all staff or others who process or use the information, seeks to ensure compliance with the Data Protection principles as set out in the Data Protection Act 2018 (the Act) and in line with the General Data Protection Regulations (GDPR).

### **2. Data protection principles**

- 2.1 There are eight principles set out in the Act, which in summary state that data shall:
  - be processed fairly and lawfully
  - be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with the purpose
  - be adequate, relevant and not excessive for the purpose
  - be accurate and up-to-date
  - not be kept for longer than necessary for the purpose
  - be processed in accordance with the Data Subject's rights
  - be kept safe from unauthorised processing, and accidental loss, damage or destruction
  - not be transferred to a country outside the European Economic Area, unless that country has the equivalent levels of protection for personal data, except in specified circumstances

### **3. Responsibilities**

- 3.1 Telscombe Town Council is the Data Controller and must ensure that any processing of personal data for which they are responsible complies with the Act.
- 3.2 The Data Protection Officer is the Clerk, who acts on behalf of the Council and is responsible for:
  - fully observing conditions regarding the fair collection and use of information
  - meeting the Council's legal obligations to specify the purposes for which information is used
  - collecting and processing relevant information, only to the extent that is required to fulfil operational needs/to comply with legal requirements
  - ensuring the quality of information used

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- applying strict checks to determine the length of time that information is held
- ensuring that the rights of the people whom information is held are able to be fully exercised under the Act
- taking appropriate technical and organisational security measures to safeguard personal information
- ensuring that personal information is not transferred abroad without suitable safeguards
- ensuring that everyone managing and handling personal information
  - fully understands that they are contractually responsible for following good practice in terms of protection
  - is adequately trained to do so
  - are appropriately supervised

## **4. Storage and retention**

- 4.1 Personal data is kept in paper-based systems and/or on a password-protected computer system.
- 4.2 The Council will keep different types of information for differing lengths of time, depending on legal and operational requirements in accordance with Council's Document Retention Scheme.
- 4.3 Good records management plays a vital role in ensuring that the Council is able to meet its obligations to provide information and to retain it in a timely and effective manner in order to meet the requirements of the data protection legislation. Data must only be used for the purpose it was gathered for and should be deleted when it is no longer needed for that purpose.

## **5. Access to information**

- 5.1 Any employees, Councillors, residents, customers and other data subjects have a right to:
  - ask what personal information the Council holds
  - ask what this information is used for
  - be provided with a copy of the information
  - be given details of the purposes for which the Council uses the information and any other persons organisations to whom it is disclosed
  - ask that any incorrect data held is corrected
- 5.2 If it is felt by the data subject that any personal information held is incorrect the individual may request that it be amended. The Council must advise the individual within 21 days whether or not the amendment has been made.

## **6. Breach of Policy**

- 6.1 Compliance with the Act is the responsibility of all Councillors, residents, customers and members of staff. Any deliberate or reckless breach of the policy may lead to disciplinary action and where appropriate, legal proceedings.
- 6.2 Any individual who believes that the Council has breached any of the requirements of the Data Protection Act 2018 should raise the matter with the Clerk. Alternatively, a complaint can be made to the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

## **Appendix - Guidelines for Staff Members and Councillors**

During the course of your duties with Telscombe Town Council, you will be dealing with information such as names/addresses/phone numbers/email addresses of members of the public. You may be told or overhear sensitive information while working for the Town Council.

The Data Protection Act 2018 gives specific guidance on how this information should be dealt with by organisations such as Telscombe Town Council. In short, to comply with the law, personal information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

To help you meet the terms of the Data Protection Act while working for Telscombe Town Council, the following guidelines have been drawn up. Please read them carefully and ask the Data Protection Officer (Town Clerk) if you are in any doubt about any of them.

### **Sharing members'/clients' personal information**

"Personal information" includes details such as addresses/phone numbers and health details supplied by members of the public.

Such information may be shared between staff and Councillors at Telscombe Town Council to carry out work responsibilities only and should not be given to anyone outside the Council without explicit consent from the member/client.

It is the responsibility of all staff and councillors to ensure that they comply with the requirements of this policy and any associated policies or procedures.

If such a situation arises, please ask your line manager or the Town Clerk for advice.

### **Unlawful disclosure of personal information**

Under the Data Protection Act you are committing a criminal offence if you disclose personal information 'knowingly or recklessly' to anyone you are not supposed to, so please be careful.

Give consideration to any conversations you are having containing personal or sensitive information that could possibly be overheard by people who should not have access to such information.

### **Use of files, books and other paper records**

In order to prevent unauthorised access and accidental loss or damage to personal information held on paper, please take good care of the files, books and other paper records you use while on duty, and ensure that they are stored securely before you leave the building.



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## **Use of email**

Be sure before sending emails that they contain no personal or sensitive information that the recipients should not have access to. This is a particular risk when forwarding emails or adding in new recipients to an email chain. Any emails received to your Council domain address cannot be forwarded to anyone outside the Council's domain without prior consent of the email originator. Similarly, any emails received to a personal or alternative email domain address cannot be forwarded to a Council domain address without prior consent of the email originator.

## **Disposal of scrap paper**

Be aware that names/addresses/phone numbers and other information written on scrap paper are also considered to be confidential. Such notes must be shredded.