



Northwich
town council

Privacy Policy

Purpose of This Policy

Northwich Town Council is committed to protecting your personal information and handling it in a secure and responsible manner.

This policy explains how we collect, use, store and protect personal data in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)

Data Controller

Northwich Town Council has appointed an independent Data Protection Officer (DPO) service, JDH Business Services, to provide guidance to officers in data protection compliance. In addition, in the event of a data breach, the independent DPO will support an investigation into the data breach and help complete online reporting of the data breach to the ICO.

Information We Collect

We may collect:

- Names and contact details
- Postal addresses
- Email addresses
- Telephone numbers
- Payment information
- Correspondence and enquiries
- Records required for provision of council services
- CCTV images (where applicable)

How We Use Your Information

We use your data to:

- Provide council services
- Respond to enquiries
- Process applications, bookings, allotments, cemeteries and grants
- Administer events and consultations
- Meet legal and regulatory obligations

Your data is **never sold or used for commercial purposes**.

Lawful Basis for Processing

We process personal data under the following lawful bases:

- Public task
- Legal obligation
- Contract
- Consent (where applicable)

Data Storage and Security

We store personal data securely using:

- Encrypted systems
- Password-protected databases
- Access controls
- Secure physical filing

Data is retained in accordance with our **Retention Policy** and securely destroyed when no longer required.

Cookies

Our website uses cookies to:

- Improve website functionality
- Monitor website usage

Cookies do not identify individuals. You can manage cookies via your browser settings.

Contact Forms and Email

When you contact us:

- Information is used only to deal with your enquiry
- Data is not shared with third parties unless legally required

Email Newsletters

Subscribers can opt-in to receive Council newsletters. You may unsubscribe at any time. We comply fully with PECR regulations.

External Websites

We are not responsible for privacy practices of external websites we link to.

Social Media

We use social media for engagement only. We will never ask for personal or sensitive information through social platforms.

Your Data Rights

You have the right to:

- Access your personal data
- Request corrections
- Request deletion
- Restrict or object to processing
- Request data portability (where applicable)

Complaints

If you are unhappy with how your data is handled, you may contact:

Information Commissioner's Office (ICO)

www.ico.org.uk