



**Crowle & Ealand
Town Council**

Attachment one to:
C&ETC GDPR Policy
Dated: 12 May 26
Review: May 27

Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Our contact details:

Crowle & Ealand Town Council, The Chapels, Crowle Cemetery, Mill Road, Crowle, North
Lincolnshire, DN17 4LN,
01724710020
clerk@crowleandelandcouncil.org

What information we collect, use, and why:

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)
- Photographs or video recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints

We collect or use the following information to **provide services and goods, including delivery**:

- Religious or philosophical beliefs

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Account information, including registration details

We collect or use the following information for **the operation of customer accounts and guarantees:**

- Religious or philosophical beliefs

We collect or use the following information for **research or archiving purposes:**

- Names and contact details
- Addresses
- Location data
- Recorded images, such as photos or videos
- Personal information used for administration of research
- Records of consent, where appropriate

We collect or use the following information for **research or archiving purposes:**

- Religious or philosophical beliefs

We collect or use the following information to **comply with legal requirements:**

- Identification documents
- Financial transaction information
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We collect or use the following information to **comply with legal requirements:**

- Religious or philosophical beliefs

We collect or use the following information to **Council Meeting Minutes, Burial Records:**

- Names and contact details
- Date of birth
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)
- Photographs or video recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints
- Recorded images, such as photos or videos
- Records of consent, where appropriate

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation
- Vital interests
- Public task

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent
- Contract
- Legal obligation
- Vital interests
- Public task

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent
- Contract
- Legal obligation
- Vital interests
- Public task

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation
- Vital interests
- Public task

Our lawful bases for collecting or using personal information for **Council Meeting Minutes, Burial Records** are:

- Consent
- Legal obligation
- Vital interests
- Public task

Where we get personal information from:

- People directly
- CCTV footage, or other recorded images
- Insurance companies
- Legal and judicial sector organisations
- Schools, colleges, universities or other education organisations
- Councils and other public sector organisations
- Publicly available sources
- Previous employers
- Third parties:
- Referees for contractors/employees. Overseas authorities for proof of life pension requests. Local agencies for social care/housing/assistance needs.
- Personal circumstance information

For information on how long we keep information, please refer to our Retention of Records document, available from the website, [Policies and Procedures – Crowle & Ealand Town Council \(crowleandelandcouncil.org\)](http://crowleandelandcouncil.org)

Who we share information with

Other organisations:

- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)
- Publicly on our website, social media or other marketing and information media (where appropriate)

Your data protection rights.

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>