

Saltash Town Council Privacy Notice

Our contact details

Name: Saltash Town Council

Address: The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX

Phone Number: 01752 844846

E-mail: enquiries@saltash.gov.uk

Web: www.saltash.gov.uk

This privacy notice is to aid transparency between Saltash Town Council and those that interact with us with regard to how we use your data and what your rights are regarding that data.

Data Protection Officer / Data Protection Lead

Saltash Town Council has appointed an external Data Protection Officer (DPO) to advise and monitor compliance with data protection legislation.

If you have any questions about this privacy notice or how your personal data is handled, or if you wish to exercise your data protection rights, you can contact the Data Protection Officer via Saltash Town Council:

Email: gdpr@saltash.gov.uk

Telephone: 01752 844846

Post: The Town Clerk, Saltash Town Council, The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX

The Data Protection Officer can be contacted independently of the Council's day-to-day operations

What is personal data?

Personal data is any information about a living person which allows them to be identified. For example this might include names, images, contact details (email addresses, telephone numbers)

Last reviewed: 8 April 2026

Next review due: 1 April 2026

The types of personal information we may collect and how we process your data

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details, images of individuals attending town/civic events)
- Email addresses of those individuals that interact with us
- Financial information for users of council services (for example bank account details, card numbers)
- Employee details
- Volunteer details
- We may collect special category data as part of the process of booking paid for council services, as part of our employment records, whilst recording town and civic events for communication purposes and historical archives.
- We only share personal data where necessary and proportionate, and we do not sell personal data.

Special Category Personal Data

In certain circumstances, Saltash Town Council may process special category personal data, such as health information or equality monitoring data.

We only process this information where it is necessary and lawful to do so, for example:

- To meet employment law obligations
- To ensure health and safety at Town Council events
- To provide appropriate support or reasonable adjustments

The additional lawful bases we rely on under Article 9 UK GDPR include:

- Employment, social security and social protection law
- Reasons of substantial public interest
- Explicit consent (where required)

This data is treated with extra care and additional security measures.

Children's Personal Data

We take additional care when processing personal data relating to children.

Where services, events or competitions involve children under the age of 13, we will obtain consent from a parent or person with parental responsibility.

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How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Because you are a user of council services.
- To allow us to deliver a contractual service to you or because you have asked us to do something before entering into a contract.
- Because you wish us to make representation on your behalf.
- Because you have attended an event organised by the Town Council.

We use the information that you have given us in order to provide the service that you have requested of us.

We may share this information with our employees and/or professional advisors, third party service providers who provide services to us, for example payment processors.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a. Where we are carrying out our statutory or official functions as a Town Council, the lawful basis for processing is Public task (Article 6(1)(e) UK GDPR).
- b. We have a contractual obligation.
- c. We have a legal obligation.
- d. We have a legitimate interest

Personal data that we collect and the lawful bases for processing.

| Purpose for processing | Categories of personal data collected | UK GDPR Lawful Basis |
|--|--|--|
| <p>Service provision:</p> <p>Allotments (service users and waiting list)</p> <p>Pontoon (service users and waiting list)</p> <p>Cemetery</p> <p>Hire of facilities</p> <p>Events publicity – notices and banners</p> | <p>Identity information; contact information; bank details for purpose of invoicing where service provided and chargeable.</p> | <p>Contract (and request from data subjects wanting a contract)</p> |
| <p>CCTV:</p> <p>Providing evidence which may assist in the detection of crime and apprehension and prosecution of offenders. Providing assistance with issues relating to public safety and health.</p> | <p>Images captured by CCTV camera, other identifying information (e.g.) vehicle registration numbers.</p> | <p>Legal obligation</p> <p>Public task</p> <p>Legitimate interests</p> |

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| <p>Customer service:</p> <p>Enquiries/correspondence received from the general public.</p> <p>Complaints received from the general public.</p> | <p>Identity information; contact information.</p> | <p>Public task</p> <p>Legal obligation</p> |
| <p>Data protection compliance:</p> <p>FOI/EIR/UK GDPR requests</p> | <p>Identity information; contact information.</p> | <p>Legal obligation</p> |
| <p>Library Hub:</p> <p>Volunteers – home library service and working in library</p> | <p>Identity information; contact information for purpose of arranging shifts; contact information for referee; next of kin information in event of an emergency</p> | <p>Legal obligation</p> |
| <p>Town Council events:</p> <p>Ticketed events for residents and visitors</p> <p>Competitions</p> <p>Opening of new facilities</p> | <p>Identity information which may include images recording the event, bank details and contact information (where needed for potential refund e.g. cancelled event)</p> <p>Contact information to enable notification of competition prize winners</p> | <p>Public task</p> <p>Contract</p> <p>Legitimate interest</p> |

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| | (where under 13/vulnerable adult permission from responsible adult) | |
| Civic events and awards | Identity information, contact information to invite to events, images recording the event, contact details of nominees for awards | Public task Legitimate interest |
| Democratic services: Administration of council meetings including receiving questions, deputations, requests, petitions | Identity information, contact information, | Legal obligation |
| Democratic services – Councillors Council members register of interests and hospitality Council members next of kin details for use in the event of an emergency | Contact details, personal details, employment details, financial details may also include connected persons Identity information; contact information; next of kin details in event of emergency | Legal obligation |

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|---|--|------------------------------|
| Details for payment of allowances and reimbursement of expenses | | |
| Finance: Sales/Purchase | Identity information; contact information; for purpose of invoicing and contact regarding contract/purchases; records of sales | Contract |
| Finance: Insurance | Personal information relating to any claims involving the Town Council | Contract Legal obligation |
| HR/Finance | Information relating to employees of the Town Council including recruitment and payroll | Contract Legal obligation |

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How we store your personal information

Your information is securely stored in a Microsoft Office 365 cloud storage system, the servers are located within the UK.

Our Data Retention and Disposal Policy explains how long we may store data that is collected by the Town Council in the course of its everyday activities.

We keep financial and employee records in line with legislative requirements.

We keep emails and correspondence that you send us and we send you, for 2 years unless a longer retention period is required by law or necessary to defend legal claims or fulfil statutory obligations is necessary to fulfil the purposes outlined in this privacy notice.

When personal data is no longer needed or you request us to delete it, we will then dispose of your information by deleting electronic data and secure disposal of paper records.

International Transfers

Saltash Town Council does not routinely transfer personal data outside of the United Kingdom.

If we ever need to transfer data outside the UK, we will ensure appropriate safeguards are in place as required by data protection law.

Your data protection rights

You have the right to be informed about our collection and use of your personal data. Under data protection law, you have the following with respect to your personal data:

1. The right to access personal data we hold about you. You have the right to ask us for copies of your personal information.
2. The right to correct and update the personal data we hold about you if you think it is incorrect, incomplete or inaccurate.
3. The right to be forgotten . You have the right to ask us to erase your personal information in certain circumstances.
4. The right to restrict the processing of your personal information in certain circumstances.
5. The right to object to us using (processing) your personal information in certain circumstances.
6. The right to data portability. You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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7. The right to withdraw your consent to processing of your personal information where we are relying on your consent as the legal basis for using your personal data. We only use consent for:

- Marketing-style communications
- Optional images used for publicity
- Non-essential competitions or promotions

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request please contact us either by:

Email: gdpr@saltash.gov.uk

Telephone: 01752 844846

Post: The Town Clerk, The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX

Automated Decision-Making

Saltash Town Council does not use automated decision-making or profiling that produces legal or significant effects on individuals.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to the Town Council by:

Email: enquiries@saltash.gov.uk

Telephone: 01752 844846

Post: The Town Clerk, The Guildhall, 12 Lower Fore Street, Saltash PL12 6JX.

You can also complain to the ICO if you are unhappy with how the Town Council have used your data.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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