

Privacy Notice

General Public Privacy Notice

Policy and Finance Committee Approved: July 2023

Last reviewed: July 2026

Due for next Review: July 2029

1. Who we are

Fleet Town Council is the data controller for the personal data covered by this notice. This means we decide how and why your personal data is used.

2. What is personal data?

Personal data is any information relating to an identified or identifiable living individual, such as a name, address, email address, telephone number, photograph, video, or online identifier.

Some information is classed as special category data, for example information about health, racial or ethnic origin, religious beliefs, political opinions, trade union membership, sex life, or sexual orientation. Criminal offence data is also subject to specific legal safeguards.

3. The personal data we may collect

We may collect and use:

- name, title and contact details;
- address and correspondence details;
- photographs and video recordings;
- information you provide in emails, forms, calls, surveys, complaints or petitions;
- payment information where you pay for council services;
- CCTV images where you enter an area covered by CCTV;
- recordings or live-stream images from Council meetings where applicable;
- any other information relevant to the service, event or enquiry.

4. Why we use your personal data

We may use your personal data to:

- provide services, information and support;
- respond to enquiries, requests, complaints and feedback;
- manage bookings, facilities, events, grants and payments;
- keep financial and administrative records;
- meet legal and regulatory obligations;
- prevent and detect fraud and crime;
- safeguard children and adults at risk;
- consult with residents and stakeholders;
- publicise Council activities and services;
- publish or stream meetings where required or appropriate;
- operate and maintain our website, systems and CCTV.

5. Our lawful bases for processing

We will only use your personal data where the law allows us to. Depending on the purpose, we rely on one or more of the following lawful bases:

- public task — where processing is necessary for us to carry out our official functions;
- legal obligation — where we must process data to comply with the law;

- contract — where processing is necessary to enter into or perform a contract with you;
- consent — where we have asked for and obtained your clear consent;
- legitimate interests — only in limited situations where appropriate and lawful;
- vital interests — rarely, where processing is needed to protect someone's life.

If we process special category data, we will also identify a separate legal condition under Article 9 UK GDPR.

6. Who we may share your data with

We may share personal data, where necessary, with:

- other local authorities and public bodies;
- contractors, suppliers and IT providers;
- police and law enforcement bodies;
- community groups, charities and partner organisations;
- professional advisers and auditors;
- other organisations where required by law or where you have asked us to do so.

7. International transfers

If we transfer your personal data outside the UK, we will ensure appropriate safeguards are in place in line with UK data protection law.

8. How long we keep your data

We keep personal data only for as long as necessary. Retention periods depend on the type of record and the purpose for which it was collected. Some records must be kept for legal, audit or accounting reasons. We retain financial records in line with statutory and best-practice retention requirements.

9. Your rights

You have the right to:

- be informed about how your data is used;
- access your personal data;
- have inaccurate data corrected;
- ask us to erase your data in some circumstances;
- ask us to restrict how we use your data in some circumstances;
- object to certain types of processing;
- withdraw consent where consent is the lawful basis;
- request data portability in limited circumstances;
- complain to the Information Commissioner's Office (ICO).

We may need to verify your identity before responding. We will usually respond within one month, subject to the legal rules that apply to your request.

10. Cookies, website analytics and online services

If our website uses cookies or analytics, separate cookie information will explain what is used and why.

11. CCTV, audio and meeting recordings

Where we use CCTV, live-streaming or recordings of Council meetings, we will display appropriate notices and process personal data fairly and lawfully.

12. Changes to this notice

We keep this notice under review and will publish any updates on our website.

13. Contact us

If you have any questions about this notice or wish to exercise your rights, contact:

Fleet Town Council
The Harlington, 236 Fleet Road, Fleet, Hampshire, GU51 4BY
Tel: 01252 625246
Email: info@fleet-tc.gov.uk

14. Complaints

If you are unhappy with how we handle your personal data, please contact us first. You also have the right to complain to the ICO.