

KENT ASSOCIATION OF LOCAL COUNCILS



PRIVACY POLICY

1. Your personal data – what is it?

1.1 “Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be by the personal data alone or in conjunction with any other personal data. The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the General Data Protection Regulation (the “GDPR”) and other local legislation relating to personal data and rights such as the Human Rights Act.

2. Council information

2.1 This Privacy Policy is provided to you by the Kent Association of Local Councils, which is the data controller for your data.

- Is personal data collected from a website? If so what is the website address of the site that the user's personal data is collected from?
- Council address

3. Who are the data controllers?

- Principal authorities
- Emergency Services (i.e. Kent Police, Kent Fire & Rescue Service, South East Coast Ambulance Service)
- Government bodies such as the Environment Agency
- Community groups
- Charities
- Other not for profit entities
- Contractors
- Credit reference agencies

4. What personal is collected?

- Names, titles, and aliases, photographs;
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant to the services provided by KALC, or where you provide them to us, we may process demographic information such as gender;
- Where you pay for activities such as use of a council hall, financial identifiers such as bank account numbers, payment card numbers, payment/transaction identifiers, policy numbers, and claim numbers;
- Website data - Is activity information (including user behaviour data) collected? e.g.
 - Information from synching with other software or services
 - Interaction with social media (functional and/or marketing) and what information is available?
 - Information about payments
 - Access to social media profiles
 - Demographic information
- Information collected automatically from use of the service? e.g.
 - Device information (nature of device and/ or identifiers)
 - Log information (including IP address)

- Location information (how is location collected/inferred)
- Device sensor information
- Site visited before arriving
- Browser type and or OS
- Interaction with email messages
- Information from other sources? (identify the sources) e.g.
 - Referral or recommendation programmes
 - Publicly accessible sources
- Information from cookies or similar technologies (incl. in-app codes) (including whether session or persistent) e.g.
 - Essential login/authentication or navigation
 - Functionality – remember settings
 - Performance & Analytics – user behaviour
 - Advertising/retargeting
 - Any third-party software served on users
 - Other
- Nature of any outbound communications with website users
 - Email
 - Telephone (voice)
 - Telephone (text)

5. KALC will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

6. We use your personal data for some or all of the following purposes:

- To deliver public services including to understand your needs to provide the services that you request and to understand what we can do for you and inform you of other relevant services;
- To confirm your identity to provide some services;
- To contact you by post, email or telephone;
- To help us to build up a picture of how we are performing;
- To prevent and detect fraud and corruption in the use of public funds and where necessary for the law enforcement functions;
- To enable us to meet all legal and statutory obligations;
- To promote the interests of KALC;
- To maintain our own accounts and records;
- To seek your views, opinions or comments;
- To notify you of changes to our facilities, services, events and staff and role holders;
- To send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other new projects or initiatives;
- To process relevant financial transactions including grants and payments for goods and services supplied to KALC;

- To allow the statistical analysis of data so we can plan the provision of services.

7. What is the legal basis for processing your personal data?

7.1 KALC is a not-for-profit membership organisation for Parish and Town Councils and Parish Meetings in Kent and Medway. As a membership organisation we provide technical and legal advice to member councils and training for councillors and clerks. Your personal data is processed for the legitimate business interests of our organisation so that we can provide the services that members require. Sometimes during our work, it is necessary to process personal data of clerks and councillors using KALC's services. We will always consider your interests and rights. This Privacy Notice sets out your rights and KALC's obligations to you.

7.2 We may also process personal data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. Sometimes the use of your personal data requires your consent. We will first obtain your consent to that use.

8. Sharing your personal data

8.1 KALC will implement appropriate security measures to protect your personal data. This section of the Privacy Policy provides information about the third parties with whom KALC will share your personal data. These third parties also have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. It is likely that we will need to share your data with some or all of the following (but only where necessary):

- Data controllers listed above;
- Our agents, suppliers and contractors. For example, we have a commercial provider that maintains our IT system, including our database software;
- On occasion, local authorities and public bodies such as Kent Police or Kent Fire & Rescue Service with which we are carrying out joint ventures e.g. in relation to services or events for Parish and Town Councils and Parish Meetings.

9. How long do we keep your personal data?

9.1 We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is current best practice to keep financial records for a minimum period of 8 years to support HMRC audits or provide tax information. We may have legal obligations to retain some data in connection with our obligations as a membership organisation. KALC is permitted to retain data in order to defend or pursue claims. In some cases the law imposes a time limit for such claims (for example 3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. In general, we will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

10. Your rights and your personal data

10.1 You have the following rights with respect to your personal data:

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

- (i) The right to access personal data we hold on you**
- (ii) The right to correct and update the personal data we hold on you**
- (iii) The right to have your personal data erased**
- (iv) The right to object to processing of your personal data or to restrict it to certain purposes only**
- (v) The right to data portability**

- (vi) ***The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained***
- (vii) ***The right to lodge a complaint with the Information Commissioner's Office.***

10.2

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

11. Transfer of Data Abroad

11.1 Any personal data transferred to countries or territories outside the European Economic Area ("EEA") will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union.

12. Further processing

12.1 If we wish to use your personal data for a new purpose, not covered by this Privacy Policy, then we will provide you with a Privacy Notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

13. Changes to this policy

13.1 We keep this Privacy Policy under regular review and we will place any updates on the KALC website (www.kentalc.gov.uk). This Policy was last updated in April 2018.

14. Contact Details

14. Please contact us if you have any questions about this Privacy Policy or the personal data we hold about you or to exercise all relevant rights, queries or complaints at:

The Data Controller, Kent Association of Local Councils
Email: kalc@kentalc.gov.uk