

PN017- DEMOCRATIC AND MEMBER SERVICES - PRIVACY NOTICE

The wording in this document reflects the requirements of the General Data Protection Regulation (GDPR) effective from May 2019.

TCBC Service Area:	Chief Executives
Work area:	Democratic and Member Services
Contact Details:	democraticservices@torfaen.gov.uk
Privacy Notice Name:	Democratic and Member Services

Data controller:

Torfaen County Borough Council
C/o Civic Centre
Pontypool
NP4 6YB

Data Protection & Information Governance Officer:

Susan Bullock
01633 647467
Email: dpa@torfaen.gov.uk

1) Have we sourced your personal data, directly from you?

The source(s) of personal information provided to the Democratic and Member Services Team during a telephone call, a letter, email or personal visit may include:

- Information provided directly by the subject matter
- Information provided by another member of the public (e.g. complaint or concern)
- Information provided by an elected Councillor on behalf of their constituent
- Information provided by other Council officers/services that liaise with Democratic and Member Services in the interest of its customers, or the Council itself

2) What information does the Council collect about you?

The type of information held will vary but typically includes:

- Contact details such as name, address, telephone number, and email addresses

3) The Council may collect this information in a variety of ways:

During a telephone call to the Civic Centre
By email
By letter
By personal visit to the Civic Centre
Via social media

4) Why does the Council process your personal data?

Necessary to fulfil the tasks in the public interest or exercise of authority vested in the Council

The Council provides services for local communities and the people who live in them. Undertaking this work means that we must collect and use information about the people we provide services to and keep a record of those services.

5) Special categories of personal data:

None

We can process this category of data because:

Not applicable

6) Who has access to your data?

Your personal data may be shared with the relevant service area if necessary in order for them to process your request/enquiry

The type of information held will vary per contact, but typically includes:

- Contact details such as name, address, telephone number, and email addresses

Is the Data transferred out of the EEA?

No

7) How does the Council protect data?

The Council has internal policies in place to ensure the security of the data it processes is not lost, accidentally destroyed, misused or disclosed. Furthermore data is not accessed by employees except in the performance of their duties.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions. These third parties are also under a duty of confidentiality and are obliged to implement appropriate measures to ensure the security of data.

8) How long does the Council keep your data?

The Council will hold your personal data only for the period that is necessary and will follow organisational and Local Authority standards in this area. We will keep your information in line with our Local Authority retention schedules.

Small scheme applications -1 year

Agendas and minutes are kept indefinitely as a matter of public record.

All public communications will be kept 1 year from receipt

9) Are we making automated decisions/profiling with your data?

No

Your rights

You have a number of rights you can exercise:

- access and obtain a copy of your data on request
- require the Council to change incorrect or incomplete data
- under certain circumstances you can require the Council to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- to know the period of time that the data will be stored for
- the right to data portability
- the right to withdraw your consent at any time
- the right to lodge a complaint with a supervisory authority (Information Commissioners Office)
- the consequences of if you fail to provide data to the Council
- the existence of and automated decision-making, including profiling and the consequences of this for you.

If you would like to exercise any of these rights, please contact Democratic Services via email: democraticservices@torfaen.gov.uk

DOCUMENT CONTROL

Title:	TEMPLATE – Privacy Notice		
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REVISION HISTORY

Issue Date	Version / Status	Reason for Change	Changed By:
April 2018	1.0 Live	Form created to achieve GDPR Compliance	Sue Bullock
May 2019	2.0 Live	Review – no changes made	Chris Slade