

# Costessey Town Council



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The Costessey Centre  
Longwater Lane  
Costessey  
Norwich, NR8 5AH

## PRIVACY NOTICE – GENERAL ENQUIRIES

Dear Enquirer

Thank you for contacting Costessey Town Council. We will do our best to answer your queries in a reasonable time.

We need to advise you of the information we hold about you. We will always treat your personal information with great care. “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).

The legal basis for processing your information is under Article 6a) of the GDPR Regulations (consent for us to process your personal data for the purposes of answering your query). Your data will be kept for one year after you contact us providing that the query has been answered and not become a contract, (otherwise different provisions of Data Protection law will come into force). This is to enable our Auditors to fulfil their responsibilities

We may need to share your data with the Auditors and other councils, eg South Norfolk and Norfolk CC, depending on the nature of the query as your query may fall within their remit,. We will not share your data with third parties for marketing purposes.

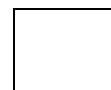
Costessey Town Council is the Data Controller, the Council Office Staff are Data Processors and \* [the Town Clerk] is the Data Protection Officer.

As a Data Subject you have detailed rights, including: the right of access to your own personal data; the right of correction, erasure and objection to processing; and the right to lodge a complaint with the Information Commissioner (ICO). See overleaf for a more detailed explanation of your rights.

Please contact us if you have any questions or queries about this Privacy Notice or the personal data we hold about you, or if you wish to exercise any relevant rights, or make a complaint. Contact Details for the Council Offices are on the letterhead above.

I consent to Costessey Town Council using my data to enable them to deal with my enquiry

Name: \_\_\_\_\_



Yours sincerely

*Hilary Elias*

Clerk to Costessey Town Council

## **An Explanation of Your Rights and Your Personal Data**

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.

**1) *The right to access personal data we hold on you***

At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request we will respond within one month.

There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.

**2) *The right to correct and update the personal data we hold on you***

If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.

**3) *The right to have your personal data erased***

If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold.

When we receive your request we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).

**4) *The right to object to processing of your personal data or to restrict it to certain purposes only***

You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.

**5) *The right to data portability***

You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.

**6) *The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained***

You can withdraw your consent easily by telephone, email, or by post

**7) *The right to lodge a complaint with the Information Commissioner's Office.***

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.