



Long Sutton Parish Council and Long Sutton Village Hall and Recreation Ground Privacy Policy

Our contact details: Data Protection Officer: Gilly Lowe, Parish Clerk
Address: Cider House, Allowenshay, Hinton St George TA17 8TB

Phone Number: 07854 978323

E-mail: clerk@longsutton-pc.gov.uk

The types of personal information we collect:

We may collect and process the following personal information:

- Basic information such as personal identifiers, contacts and characteristics. For example, name, title, postal address, telephone numbers and email addresses.

How we obtain personal information

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

- Contact the parish council by email, phone or letter.
- To make a booking for a facility offered by the Long Sutton Village Hall and Recreation Ground (hall booking or tennis courts).
- Subscribers to the monthly Long Sutton Parish Council newsletter.
- Take part in consultations, surveys or community events.

Purposes for Processing Personal Data

We use your information to:

- Manage bookings and provide community facilities
- Communicate council news, updates, meetings and events
- Distribute the monthly e-newsletter
- Notify you about changes to services or facility availability
- Carry out surveys to improve services
- Maintain statutory records and comply with legal obligations

We **do not** sell or share your data with external organisations for marketing purposes.

Lawful Bases for Processing (UK GDPR)

We rely on the following lawful bases:

- Consent – e.g., newsletter subscriptions

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- Legitimate interests – e.g., service updates, facility administration
- Legal obligation – e.g., responding to formal requests, retention of certain council records
- Contract – where information is needed to deliver a service you have requested

You may withdraw consent at any time by contacting the Clerk.

Sharing Your Personal Data

We may share information with:

- Service providers acting on our behalf (e.g., online booking systems, payment processors)
- Regulatory bodies when legally required

We do **not** share data with commercial organisations.

How we Store and Protect your Data

- Personal data is stored securely on password-protected systems.
- Data is retained only as long as necessary for the purpose collected.
- Electronic records **are deleted securely when no longer required.**
- Additional retention periods follow the **Council's Document Retention Policy** which is available on the Long Sutton Parish Council website: [www.longsutton-pc.gov.uk/policies and procedures](http://www.longsutton-pc.gov.uk/policies_and_procedures)

Your Data Protection Rights

Under the UK GDPR, you have the right to:

- Access your personal data
- Rectify inaccurate or incomplete data
- Erase your data in certain circumstances
- Restrict or object to processing
- Data portability
- Withdraw consent at any time (where used as the basis for processing)

Requests will be responded to within **one month**, free of charge.

Please contact us at clerk@longsutton-pc.gov.uk if you wish to make a request.

How to Make a Complaint

If you have any concerns about our use of your personal information, you can make a complaint to us at clerk@longsutton-pc.gov.uk. You can also find the complaints procedure on the Long Sutton Parish Council website: <https://www.longsutton-pc.gov.uk/policies-procedures>.

If you remain dissatisfied, you can contact the Information Commissioner's Office (ICO). The Parish Council has a current subscription to the ICO (Ref.no: ZA383565).

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The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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

Policy Review

This Privacy Policy will be reviewed annually or when legislation changes.

Adopted: 3rd March 2026 - Minute Ref 25/191 (b)

Next Review Due: March 2027