



BRACKLEY TOWN COUNCIL

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# Website Privacy Notice

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## About this notice

Brackley Town Council respects your privacy. This privacy notice explains how we collect, use, and protect personal information when you visit our website or interact with our online services. It also explains your rights regarding your personal data.

## Who we are

Brackley Town Council is the controller for the personal data collected through this website. If you have any questions about this notice or about how we use your personal data, you can contact the Town Clerk or Data Protection Officer at [town.clerk@brackleynorthants-tc.gov.uk](mailto:town.clerk@brackleynorthants-tc.gov.uk) or [comms@brackleynorthants-tc.gov.uk](mailto:comms@brackleynorthants-tc.gov.uk), by phone on 01280 702 441, or by post at 20 High Street, Brackley, NN13 7DS.

## Information We Collect

Brackley Town Council collects personal data only when necessary to provide our services or respond to enquiries. This can include names, addresses, email addresses, telephone numbers, organisation names, payment details where applicable, and limited staff or councillor records. In some cases, we may also process special category data, such as health information, but only where required and permitted by law.

Some information is collected automatically when you visit our website, such as your IP address, domain name, and details about your browser or device. This helps us understand website usage, improve our online services, and ensure the site functions correctly. Where possible, this information is anonymised to protect your privacy.

When you interact with us, for example by completing a form, sending an email, signing up for updates, or making an enquiry, we collect the information you choose to provide. This may include your name, contact details, and any other information you include in your message.

## How we use your information

We use the personal data collected through this website to respond to enquiries, provide council services, manage bookings or requests, handle feedback, and meet our legal or administrative duties. The lawful basis for processing may include legal obligation, public task, contract, or consent, depending on the activity. We do not use personal data from this website for automated decision-making or profiling.

## Cookies and similar technologies

Our website uses cookies and similar technologies. Some cookies are strictly necessary for the website to work properly, and others are only used with your consent. We do not use non-essential cookies unless you have actively agreed to them. Full details of the cookies we use, what they do, and how you can manage your preferences are set out in our Cookie Policy.

## Who We Share Your Data With

We only share personal data when it is necessary to do so. This may include Council staff, councillors, IT and website providers, and other organisations that help us deliver services or

comply with the law. Where a supplier processes data on our behalf, they act as a processor and we put appropriate agreements and security arrangements in place.

## **Data Security and Retention**

We keep personal data only for as long as it is needed to provide our services or comply with legal requirements. Once it is no longer required, it is securely deleted or anonymised.

To protect your personal data, we use appropriate technical and organisational measures. Access is restricted to authorised staff and councillors, and paper and electronic records are securely stored. Retention periods are outlined in the Council's Document Retention Policy.

## **Your rights**

You have rights regarding your personal data under UK GDPR, including the right to be informed, the right of access, the right to rectification, the right to restrict processing in certain circumstances, the right to object to processing in certain circumstances, the right to erasure, and the right to data portability.

You also have the right to complain to the Information Commissioner's Office if you believe your data has not been handled correctly. Where we rely on your consent to process personal data, you can withdraw it at any time by contacting the Town Clerk or Data Protection Officer. Withdrawal will not affect the lawfulness of prior processing.

## **International data transfers**

Some of our IT services or suppliers may process your personal data on systems located outside the UK. When this happens, we ensure that appropriate safeguards are in place so that your personal data remains protected in line with UK GDPR.

## **Links to other websites**

Our website may contain links to external websites. This privacy notice only applies to the Brackley Town Council website. When you visit other sites, we encourage you to review their privacy notices or policies to understand how they use your information.

## **Accessibility**

We aim to make this information accessible to everyone. Our website should be usable in line with our Accessibility Statement and the public-sector accessibility requirements, which use the WCAG 2.2 AA standard. WCAG 2.2 is the current W3C accessibility standard, and government guidance says public sector websites must meet accessibility standards and publish an accessibility statement that is written in plain English.

## **Updates to This Privacy Notice**

We may update this notice to reflect changes in law, technology, or our services. Any changes will be published on this page.

## **Feedback and Complaints**

If you experience any problems with our website or have concerns about how your personal data is handled, please contact the Town Clerk or the Data Protection Officer. You also have the right to raise a complaint directly with the Information Commissioner's Office, either via their website at <https://ico.org.uk>, by phone on 0303 123 1113, or by post at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

## **Related Policies**

Find policies and procedures relating to this website privacy notice on our policies and procedures page:

<https://www.brackleynorthants-tc.gov.uk/policies-and-procedures/>