WROCKWARDINE WOOD & TRENCH PARISH COUNCIL

The Parish Council Centre, Church Road, Wrockwardine Wood, Telford. TF2 7AH
Tel: 01952 567040 Email: clerk@wrockwardinewoodandtrench-pc.co.uk

Wrockwardine Wood & Trench Parish Council
Privacy policy

Information on how Wrockwardine Wood and Tench Parish Council processes personal data

Wrockwardine Wood and Trench Parish Council is registered as a data controller under the Data Protection Act (ICO registration Z9373712) as it collects and processes personal information about you. This applies to Council staff, Councillors and members of the public.

It processes and holds your information to provide public services. This explains how the Council uses and shares your information. Information may be collected on a paper or online form, by telephone, email, CCTV or by a member of its staff, or one of its partners.

Why does the Council collect information about you?
The Parish Council needs to collect and hold information about you, in order to:
• deliver public services
• confirm your identity to provide some services
• contact you by post, email or telephone
• understand your needs to provide the services that you request
• understand what it can do for you and inform you of other relevant services and benefits
• update your customer records
• help it to build up a picture of how it is performing at delivering services to you and what services the people residing within the parish area require
• process financial transactions
• prevent and detect fraud and corruption in the use of public funds
• obtain your opinion about its services
• allow it to undertake statutory functions efficiently and effectively
• make sure it meets its statutory obligations including those related to diversity and equalities Wrockwardine Wood and Trench Parish Council may not be able to provide you with a product or service unless it has enough information, or your permission to use that information.

How the Council uses your information
The Council will use the information you provide in a manner that conforms to the Data Protection Act 2018/General Data Protection Regulations. It will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances, the law sets the length of time information has to be kept. For more information on our retention policy please contact the Assistant Clerk and Finance Officers.

The Council will process your information for the following purposes:
• for the service you requested, and to monitor and improve the council's performance in responding to your request
• to allow us to be able to communicate and provide services and benefits appropriate to your needs
• to ensure that we meet our legal obligations
• where necessary for the law enforcement functions
• to prevent and detect fraud or crime
• to process financial transactions including grants, payments and benefits involving the council, or where we are acting on behalf of other government bodies, e.g. Department for Work and Pensions
• to collect monies owed to us
• where necessary to protect individuals from harm or injury
• to allow the statistical analysis of data so we can plan the provision of services

The Council will not pass any personal data on to third parties, other than those who either process information on this Council's behalf, or because of a legal requirement, and it will only do so, where possible, after it has ensured that sufficient steps have been taken to protect the personal data by the recipient.

The Council will not disclose any information that you provide in confidence to it, to anyone else without your permission, except in the few situations where disclosure is required by law, or where it has good reason to believe that failing to share the information would put someone else at risk.

It may process your information overseas using web services that are hosted outside the European Economic Area, but only with data processing agreements that meet its obligations under the Data Protection Act 2018.

Information Sharing
The Parish Council may need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely and use them only to fulfil your request. If the Parish Council wishes to pass your sensitive or confidential information onto a third party, it will only do so once it has obtained your consent, unless it is legally required/permitted to do so.

At no time will your information be passed to organisations external to this Council and its partners for marketing or sales purposes or for any commercial use without your prior express consent.

Improving Customer Records
The Parish Council is working to make its record keeping more efficient and be able to provide relevant services more quickly across its partners in Telford.

Detect and prevent fraud and crime
Wrockwardine Wood and Trench Parish Council is required by law to protect the public funds it administers. It may use any of the information you provide to it for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. This includes the Cabinet Office, the Department for Work and Pensions, other Local Authorities, HM Revenue and Customs and the Police. Section 68 of the Serious Crime Act 2007 enables public authorities to disclose information for the purposes of preventing fraud, as a member of a specified anti-fraud organisation or otherwise in accordance with any arrangements made with such an organisation.

Emergency Response Management
Data matching may also be used to assist the Parish Council in responding to emergencies or major accidents, by allowing the council, in conjunction with the emergency services, to identify individuals who may need additional support in the event of e.g. an emergency evacuation.

Emails
If you email this Council, it may keep a record of your contact and your email address and the email for our record keeping of the transaction. For security reasons this Council will not include any confidential information about you in any email it sends to you, unless you consent to this. The Parish Council suggests that you keep the amount of confidential information you send to it via email to a minimum.

How this Council protects your information
The Council aims not to be intrusive and will not ask you irrelevant or unnecessary questions in relation to your personal data. The information you provide will be subject to rigorous measures and procedures to make sure it cannot be seen, accessed or disclosed to anyone who should not see it.

It has an Information Governance Framework that includes a Data Protection and Privacy Policy and a set of Information Security policies. These define our commitment and responsibilities to your privacy and cover a range of information and technology security areas. It provides training to staff who handle personal information and treat it as a disciplinary matter if they misuse or do not look after your personal information properly. The Parish Council will dispose of paper records or delete any electronic personal information in a secure way.

Your Rights
As a data subject you have several rights in relation to the processing of your personal data.

The Data Protection Act 2018 / General Data Protection Regulations provides individuals with a number of rights. For more information on these rights please

access the ICO website.
The Information Commissioners Office has a current campaign on privacy, please visit the ICO website - Your Data Matters for further information.

If you are unhappy with how the Parish Council has processed your personal data you have the right to complain to the Information Commissioners Office. You can do this via the ICO website or in writing to them.

Further Information
The Parish Council will provide further information of what information is shared with other organisations on data collection forms, privacy notices and specific service sharing agreements.

If you would like to know more please contact the Assistant Clerk and Finance Officers on 01952 567040,
email - clerk@wrockwardinewoodandtrench-pc.co.uk
or write to the Parish Council at:
The Parish Centre
Church Road
Wrockwardine Wood
Telford
TF2 7AH

Alternatively, you can contact the Parish Councils Data Protection Officer (DPO) on 01952 383103 or email IG@telford.gov.uk.

Changes to this Privacy Notice
Wrockwardine Wood and Trench Parish Council will continually review and update this privacy notice to reflect changes in its services and feedback from service users as well as to comply with changes in the law/good practice. When such changes occur, it will revise the last updated date at the top of this notice.

Date of policy: May 2026
Review date: May 2027