

Privacy policy

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Bradford on Avon Town Council holds personal data relating to members of the public to fulfil various statutory responsibilities and capabilities. We collect and process data where:

- you fill in a contact form on our website
- if you contact us by any means
- you submit a proposal to the town council
- you attend and participate in a public meeting.

What we hold and why

Most of the time where we hold personal data it is because you have asked us a question, or to act.

The types of personal data we hold will include

- your name
- a means of contacting you – typically a telephone number or email address, depending on how you have contacted us
- any data you have provided to us in respect of the specific issue for which you have asked us to contact you
- if responding to a consultation, the views you have expressed
- if you have taken part in a meeting or made a proposal to the town council, a record of your participation as part of the public record.

Where you have opted to receive our email newsletter, we will also hold marketing preference data, to allow us to send you information in a way that complies with the law. Additionally, where we provide services to you, your personal data will be kept under the terms provided at the time.

Who we will share your information with

In some cases, we may also need to pass your information on to one or more other parties to help us answer your question.

Depending on your query these will include:

- town councillors – who, when dealing with residents' queries and unless acting in a committee or meeting are legally a separate entity
- Wiltshire Council – where your enquiry relates to a service provided by Wiltshire Council, for example Highways or Street Lighting.

We will try to inform you of the need to pass your information on when we respond to you.

The systems we use

The town council uses Microsoft Office 365 for day-to-day IT delivery and backup capabilities. In each case, we have legal agreements in place to ensure that, as far as possible, your data is held within the European Economic Area, and, in any case, that your rights and freedoms under EU and UK law have an adequate level of protection as required in law.

Where personal is shared with town councillors, it will normally be done via town council-issued email addresses through Office 365. This means that we have greater control over the security and retention of that data.

Cookies

This website uses cookies as part of its basic functionality, to anonymously record numbers of visitors to the site and which pages they visit, and for features that integrate third-party services such as social media feeds. You can find more detailed information about our use of cookies here.

How long we keep your data

We will only keep your data for as long as we need it to comply with any relevant statutory requirement, to demonstrate lawful process where it is in the legitimate public interest of the town council.

You have various rights under the GDPR:

- to object to an aspect of processing
- to ask us to correct your data
- to ask us to erase your data
- to request a copy of your data.

You can make requests to us on any of these by emailing us at office@bradfordonavontowncouncil.gov.uk.

If you would like to make a complaint in relation to our data protection practices, please email the address above. Should you wish, you can also make complaints on any aspect of our data protection practice to the [Information Commissioner's Office](#).



Data Protection Officer (DPO)

The town council is not required to appoint a DPO, but does have access to suitably qualified data protection advice. Enquiries should be directed to office@bradfordonavontowncouncil.gov.uk.