



SHEPTON MALLET TOWN COUNCIL

GDPR PRIVACY NOTICE FOR CORONAVIRUS PANDEMIC EMERGENCY PHONE SYSTEM

Tel: 0800 061 4089

Policy Reference Number: 1931

AUTHOR: Town Clerk

RESPONSIBILITY: Policy and Resources Committee

GRADE: Two – Medium

DATE ADOPTED: March 2020 under delegated powers of the Town Clerk

REVIEW DATE: Every 3 years.

AMENDMENTS:

1. Review Statement

This policy has been prepared considering prevailing legislation and recognised good practice. New legislation requirements or changes in current legislation may necessitate the review of this policy document. The Council will continue to review and amend all / part of this policy on a regular basis.

2. Equality

In putting the procedure into practice, no aspect of the procedure will discriminate on the grounds of race, sex, sexual orientation, gender reassignment, age, religion, politics, marital status, disability, politics, caste and / or union membership or any other grounds likely to place any employee at a disadvantage.

3. Introduction

This policy ensures that Shepton Mallet Town Council complies with the requirements of the General Data Protection Regulations (GDPR), in force on 25 May 2018. This Privacy Policy is provided to you by Shepton Mallet Town Council which is the data controller for your data. The Council's address 1 Park Road Shepton Mallet Somerset BA4 5BS – Tel: 01749 343984

4. Your personal data – what is it?

“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). Identification can be by directly using the personal data itself or by combining it with other information which helps to identify a living individual. The processing of personal data is governed by legislation relating to personal data, which applies in the United Kingdom including the General Data Protection Regulation (the “GDPR”) and other local legislation relating to personal data and rights such as the Human Rights Act.

5. What information do we collect from you?

The Council will process some or all of the following personal data where necessary to perform its tasks. In relation to the creation of an **Emergency Phone Line** to assist the community during the national emergency of the Coronavirus Pandemic the town council might need to collect your name, age, your living arrangements (ie alone, with others, logistics within the home, pets, access etc) any underlying health conditions (though it won't pry), address, email address and telephone number of the individual who has made contact with the town council.

The council will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.

- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data from loss, misuse, unauthorised access and disclosure.

6. Why do we collect this information?

Your name and other identifying particulars are requested so that we can assist you in the best way. We might be asked to provide some data to local authorities or government departments when the pandemic is over, on the number of people that were assisted and the nature of their request etc.

7. Who might we share this information with?

The council will not share any of your information that it holds about you with any third party, unless you have given verbal consent for that information to be shared, or if the sharing of that information is permitted by law.

8. What do we do with your information?

The information that you have provided in these phone calls will be held only by the person taking the phone call, unless it is deemed necessary to pass to another call handler who can assist more appropriately (they will let you know this). Any notes that are taken during any phone calls will be kept securely by the individual and handed to the Town Clerk for safe keeping when is reasonable to do so (ie after the pandemic is over following government advice). The information will only be processed by the Town Clerk and will not be used for any other council purpose, unless we have your consent, or this is provided by law.

9. How long do we keep hold of your information?

The council will keep hold of your information in accordance with the following rules:

- In case of queries, for as long as is necessary
- For the duration of the phone handlers involvement with the phone system and the pandemic.

The council will implement appropriate security measures to protect your personal data.

10. What rights do you have?

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.

- The right to be informed e.g. through this policy
- The right to access personal data we hold on you. At any time, you can request the data we hold on you as well as why we have it, who has access to it and where it was obtained from. We will respond to requests within one month of receiving them. There is no charge for the first request.
- 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 we will update it
- The right to have your personal data erased if you feel we should no longer be using it or are using it unlawfully. When we receive your request we will then either confirm that it has been deleted or explain why it cannot be deleted. e.g. because we need it to comply with a legal obligation.
- The right to object to processing of your personal data or to restrict it to certain purposes only. You can request us to stop processing your data or ask us to restrict

what we do with it. When we receive your request we will let you know if we are able to comply or if we have a legal obligation to continue.

- The right to data portability – You can request that we transfer data to another controller. Where this is feasible we will do this within one month of receiving your request.
- The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained. Please use the contact details below to do this.
- The right to lodge a complaint with the Information Commissioner's Office.

11. How can I access the information that you hold about me?

By making a Subject Access Request by writing to the Town Clerk to the Town Council, Shepton Mallet Town Council, 1 Park Road, Shepton Mallet, BA4 5BS.

You also have the right to contact the Information Commissioner's Office if you believe that the data that the town council holds on you is not compliant with the law. They can be contacted at www.ico.org.uk or on 0303 123 1113 or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.