



NORTH TAWTON TOWN COUNCIL

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This is a document that sets out North Tawton Town Councils approved and agreed practices. Any deviation must be by resolution of the full Council.

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Version	Point(s)	Description of Change	Date

THIS IS A CONTROLLED DOCUMENT

Whilst this document may be printed, the electronic version maintained on the North Tawton Town Council website is the controlled copy. Any printed copies of this document are not controlled.

Website Privacy Policy

This policy explains how personal data is handled in relation to the use of the Town Council website.

North Tawton Town Council is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

North Tawton Town Council is the Data Controller for personal data about individuals.

1. Key Definitions

Personal data: Any information relating to an identified or identifiable living individual. This includes names, contact details and any other information that can identify a person directly or indirectly.

Data processing: Any activity involving personal data, including collecting, recording, storing, using, sharing or deleting it.

2. How we process personal data

The council processes personal data only where it is lawful, necessary and proportionate to do so. We do not sell or trade personal data.

Personal data may be processed:

- to carry out the council's statutory duties and functions
- to respond to enquiries and correspondence
- to provide council services and information
- where required by law
- where you have given your consent (for example, to receive newsletters)

The council does not use personal data for automated decision-making or profiling.

Where third-party processors are used (for example, website hosting or email systems), they are required to process personal data securely and in accordance with data protection law. Wherever possible, data is processed within the UK or European Economic Area (EEA).

3. Information you give to us

This is information about you that you give us by filling in forms on our site or by corresponding with us by phone, email, post or otherwise. It may include your name, address, email address, telephone number and details relevant to your enquiry.

You may provide personal data when you:

- use our website
- contact the council by email, phone or post
- submit forms or requests
- sign up to receive council updates or newsletters
- correspond with councillors or officers

We use this information to:

- respond to enquiries and requests
- carry out council functions
- provide information you have asked for
- keep appropriate records of council business

If you no longer wish us to use your data where consent applies (for example, newsletters), please let us know by using the unsubscribe link (if provided) or emailing us at townclerk@northtawtontowncouncil.gov.uk

With regard to each of your visits to our website we may automatically collect limited technical information such as pages visited, page response times and the length of visits to certain pages. We use this information:

- to administer our site so that it works well when you visit and for internal operations, including troubleshooting, data analysis, testing, research and statistical purposes
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer
- to help keep our website secure

This information is not used to identify you.

5. Information we receive from other sources

The council may receive personal data from other organisations where this is lawful and necessary, for example local authorities, government bodies, or contractors working on behalf of the council.

6. Lawful basis for processing your information

We process personal data lawfully and fairly in accordance with data protection laws. Under UK GDPR, the council may process personal data where we are:

- **under a legal obligation** – where processing is required by law
- **performing a public task** – where processing is necessary to carry out the council's statutory functions
- **in receipt of your consent** – where you have given clear permission for a specific purpose (for example, newsletters)
- **pursuing legitimate interests** – only in limited circumstances and where those interests do not override your rights

Most council activities rely on legal obligation or public task, not consent.

7. Sharing your information

We may share your personal data with third parties where there is a lawful reason to do so, such as:

- contractors and service providers who process data on our instructions (for example, website hosting providers)
- professional advisers where required
- other public bodies where legally necessary
- law enforcement or regulators where required by law

8. Where we store your personal data

Personal data is stored securely using appropriate technical and organisational measures. While no system is entirely secure, we take reasonable steps to protect personal data from unauthorised access, loss or misuse.

Transmission of information via the internet is not completely secure. Any transmission is at your own risk. Once we have received your information, we will use appropriate procedures and security features to try to prevent unauthorised access.

9. Retention of your personal data

We will retain personal data only for as long as necessary and in accordance with legal requirements and the council's document retention policies. Once data is no longer required, it is securely deleted or destroyed.

10. Your rights under data protection law

Individuals who are the subject of personal data held by North Tawton Town Council have the right to:

- request a copy of the personal data we hold about you (a subject access request)
- request correction of inaccurate or incomplete personal data
- request deletion of personal data where appropriate
- object to processing in certain circumstances
- request restriction of processing in certain circumstances
- withdraw consent where consent is the lawful basis

Requests should be made by email to townclerk@northtawtontowncouncil.gov.uk

We will respond within one month. We may need to verify your identity before providing information.

11. Changes to our privacy policy

We keep this privacy policy under regular review and will place any updates on this website.

Last updated: April 2026

12. Complaints

We aim to resolve directly any concerns or complaints about how we handle personal data. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK regulator for data protection.

ICO complaints process: <https://ico.org.uk/make-a-complaint/>

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