

# SUTTON BRIDGE PARISH COUNCIL

## Customer Contact Privacy Policy

This Privacy Notice outlines how your personal data is processed by Sutton Bridge Parish Council (SBPC), when you contact us.

For all contact made through the Parish Council office, we are the Data Controller responsible for the personal information. For further information please contact the Parish Clerk by phone: 01406 350802; via email: [clerk@suttonbridge-pc.gov.uk](mailto:clerk@suttonbridge-pc.gov.uk); or in writing to The Parish Office, The Curlew Centre, Bridge Road, Sutton Bridge, Lincolnshire, PE12 9SA.

### What we mean by Customer Contact

Any time you call the Parish Council by phoning our staff (01406 350802), by emailing a SBPC email address (@suttonbridge-pc.gov.uk), or by speaking with a member of Parish Council staff, you are engaging in customer contact.

### Types of information processed by Customer Contact

The type of information retained is usually information regarding your contact, such as when you contacted us, by what method, what you contacted us about, and any other information taken at the time such as contact information.

SBPC receive no benefit from holding this information. The sole purpose is to efficiently and accurately deal with matters relevant to the Parish Council.

### Retaining and Sharing Information

SBPC currently retains certain information for an indefinite period. This is something we're currently reviewing, and the intention is to have a defined retention period in the future, deleting personal information when it is no longer necessary.

Part of the office staff's role is to answer any queries they can directly, and/or to pass your query on to relevant local authorities such as South Holland District Council and Lincolnshire County Council, when appropriate or necessary to do so. Personal data will not be passed to outside organisations without receiving your explicit consent, unless there is a legal obligation to do so.

### Your rights

Your rights are outlined in data protection law. These include the right to access information we hold about you, the right to insist on rectification where the data we hold is inaccurate, the right to insist we delete your information where you feel that processing is unlawful and/or unnecessary. Further information can be found in the Council's Data Protection Policy: [https://suttonbridgepc-my.sharepoint.com/personal/clerk\\_suttonbridge-pc\\_gov\\_uk/Documents/SBPC/Policies,%20Procedures](https://suttonbridgepc-my.sharepoint.com/personal/clerk_suttonbridge-pc_gov_uk/Documents/SBPC/Policies,%20Procedures)

Please contact the clerk or DPO as outlined above if you wish to exercise any of these rights, or if you have any other queries relating to the processing of your personal data. If you are dissatisfied with how, you have been dealt with, you may complain under the Parish Council's complaint procedure as published on its website:

[https://suttonbridgepc-my.sharepoint.com/personal/clerk\\_suttonbridge-pc\\_gov\\_uk/Documents/SBPC/Policies](https://suttonbridgepc-my.sharepoint.com/personal/clerk_suttonbridge-pc_gov_uk/Documents/SBPC/Policies)

If you are still dissatisfied, you may complain to the Information Commissioner's Office (ICO). Details can be found on their website: <https://ico.org.uk/>