

PRIVACY POLICY

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, email address or address). Identification can be by the personal data alone or in conjunction with any other personal data. 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.

Data Controller: Norfolk Association of Local Councils act as the data controller for its data. Contact details are at: <http://www.norfolkalc.gov.uk/>

What personal data is collected? Names with contact details such as telephone numbers, addresses, and email addresses. Where you pay for activities, this may also include bank account numbers, payment card numbers and payment identifiers. We will store our interaction with email messages

Compliance with data protection law. Personal data we hold will be:

- Used lawfully, fairly and in a transparent way.
- Relevant to the purposes we have told you about and limited to that.
- 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 to protect personal data from loss, misuse, unauthorised access and disclosure.

We may use your personal data for some or all of the following purposes:

- To deliver services including to understand your needs and to understand what we can do for you and inform you of other relevant services;
- To confirm your identity to provide some services;
- To contact you by post, email, telephone or using social media;
- To help us to build up a picture of how we are performing;
- To enable us to meet legal and statutory obligations;
- To promote the interests of the Norfolk Association;
- To maintain our accounts and records;
- To seek your views, opinions or comments;
- To notify you of our services and events;
- To send you communications that may be of interest to you.

Sharing your personal data: We will protect your personal data. We may share your personal data with third parties but we also have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. We may also need to share your data with suppliers and contractors - for example, in running events.

How long do we keep your personal data? We may keep some records for an extended period of time, for example, to support HMRC audits or provide tax information. We may also have legal obligations to retain some data in connection with statutory obligations. In general, we will endeavour to keep data only for as long as we need it and will delete it when it is no longer needed.

Your rights and your personal data: In exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security.

- (i) The right to access personal data we hold on you
- (ii) The right to correct and update the personal data we hold on you
- (iii) The right to have your personal data erased
- (iv) The right to object to processing of your personal data or to restrict it to certain purposes only
- (v) The right to data portability
- (vi) The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained
- (vii) The right to lodge a complaint with the Information Commissioner's Office.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Further processing: If we wish to use your personal data for a new purpose, not covered by this Privacy Policy, then we will provide you with a Notice explaining this and setting out the relevant purposes and processing conditions. Whenever necessary, we will seek your prior consent to new ways of processing data.

Changes to this policy

We keep this Policy under regular review.

Contact Details

Please contact us if you have any questions about this Privacy Policy, the personal data we hold about you or wish to exercise relevant rights, queries or make a complaint at: County Officer, Norfolk Association of Local Councils, Room 058, County Hall, Martineau Lane, Norwich, NR1 2UF. Tel: 01603 638495 and [email: countyofficer@norfolkalc.gov.uk](mailto:countyofficer@norfolkalc.gov.uk)