Loughton and Great Holm Parish Council Privacy Policy

This privacy policy tells you what to expect when Loughton and Great Holm Parish Council collects personal information. It applies to information we collect about:

Visitors to our Website

We use a third party, Wordpress, to host our website and collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. We use Mailchimp to promote events in the Parish via e-mail and collect information on user activity and effectiveness reports.

Social Media:

The Parish Council uses Facebook and Twitter as media platforms. Currently if you send us a private message it is handled by the Parish Clerk and responded to privately. Direct messages are visible to all those who like or follow the page. No information is shared with any other organisations.

Phone Calls

When you call the Parish Clerk or Councillors, we collect Calling Line Identification (CLI) or caller display information. This information is not shared with any other organisations.

E-mail

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. E-mail monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

People who Make a Complaint to us

When we receive a complaint from a person, we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We may compile and publish statistics showing statistical information on the complaints we receive, but not in a form which identifies anyone.

We usually disclose the complainants' identity to whoever the complaint is about. If a complainant does not want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our Document Retention Policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

People who use the Parish Council Services

The Parish Council offers various services to the public. We use a third party to deal with some requests, but they are only allowed to use the information for these purposes.

We need to hold the details of the people who have requested the service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example, we might use information about people who have an allotment plot to see if they would be interested in being an allotment representative. When people subscribe to our services, they can cancel their subscription at any time.

Individuals Applying for a Grant on Behalf of an Organisation

When individuals apply for a grant under the Parish Council Grant Scheme, they submit their information in an application form, provide details of their proposal and an outline of the potential cost. Those who are awarded grants are asked to provide a feedback report. Any personal information that is provided in the application is used only for the purpose of reviewing the grant application and the ongoing administration and management of any grants that are awarded. We will also publish information about projects on our own website and in our newsletter, including the amount of grant awarded and the recipient of the grant.

Job Applicants, Current and Former Employees and Councillors

When individuals apply to work for the Parish Council, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a disclosure from the Criminal Records Bureau we will not do so without informing them beforehand, unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted.

Once a person has taken up employment with the Parish Council, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with Parish Council has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Employees salary and pension details will need to be shared with the Council's bank, HRMC, payroll service and with the Council's pension providers. Wherever possible a sharing agreement will be put in place with such organisations.

Publicly available information of contact details, acceptance of office and declarations of interest relating to Councillors will be kept electronically and be destroyed when the term of office expires.

Complaints or Comments

Loughton and Great Holm Parish Council tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

Access to personal information

The Parish Council tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request (SAR)' under the Data Protection Act 1998 and General Data Protection Regulation 2018. If we do hold information about you, we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to
- give you have a copy of the information.

To make a request to the Parish Council for any personal information you need to put the request in writing to the Parish Clerk. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct any mistakes, or request that your information is deleted.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent.

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

How to contact us

If you would like to request information about our privacy policy, please e-mail or write to:

Parish Clerk
Loughton and Great Holm Parish Council
Community Centre, 87 Kensington Drive, Great Holm, Milton Keynes. MK8 9AY

Phone: 07591 236263
parish.clerk@loughtonandgreatholm-pc.gov.uk

Policy Adopted: May 2018

Last Revised and approved: June 2025 (FC109/25), June 2026 (FC115/26)