

How we use your information

This privacy notice tells you what to expect when Portobello Community Council (PCC) collects personal information. It applies to information we collect about:

- visitors to our websites
- people who use our services, eg who subscribe to our newsletter or request a piece of information from use or ask us to help notify the public about something
- people who notify under the Data Protection Act
- Details of PCC members, including elected members, nominated groups and their representatives, ex-officio members and other members appointed under the terms of the Scheme for Community Councils.

Visitors to our websites

When someone visits www.portobelloc.org we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website. We will not associate any data gathered from this site with any personally identifying information from any source. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Search engine

Our website search is powered by Google and search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either ICO or any third party.

E-newsletter

We use a third party provider, MailChimp, to deliver our e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy and other legal notices at <http://mailchimp.com/legal/>

People who email us

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. Email 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 will store 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 information like the number of complaints we receive, but not in a form which identifies anyone.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't 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 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 our services

The PCC offers various services to the public, principally in relation to making information about public events and services known to the community and ingathering and reflecting the views of the community on matters of public interest.

We have 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 responded to a consultation to carry out a further survey to find out if they are happy with the level of service they received. When people do respond to one of our consultations, they can request that their response be deleted or removed at any time. Similarly, where people sign up to our email newsletter, they are able to remove their email address and other personal details at any time and are given an easy way to do that.

Complaints or queries

PCC 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.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of PCC's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Access to personal information

PCC 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' under the Data Protection Act 1998. 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; and
- let you have a copy of the information in an intelligible form.

To make a request to the PCC for any personal information we may hold you need to put the request in writing addressing it to our Information Governance Officer, or writing to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need by email.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Information Governance Officer.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we will need to share personal information with the organisation concerned and with other relevant bodies.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

How to contact us

If you want to request information about our privacy policy you can email us at:- secretary@portobellocc.org