



## ANDOVER TOWN COUNCIL

### OFFICE POLICY – 2019 (March 2019)

Contents	Subject	Page No
	GDPR Privacy Statement	1
	Introduction	2
1	Statement	2
2	Document Information	3
3	Document Control	3

**The General Data Protection Regulation (GDPR) standardizes data protection law across all 28 EU countries and imposes strict new rules on controlling and processing personally identifiable information (PII). It also extends the protection of personal data and data protection rights by giving control back to EU residents. GDPR replaces the 1995 EU Data Protection Directive and goes into force on May 25, 2018. It also supersedes the 1998 UK Data Protection Act.**

## GDPR PRIVACY STATEMENT

(General Data Protection Regulations)

This is a privacy statement of Andover Town Council. Our registered office address is 68b High Street, Andover, Hampshire, SP10 1NG.

### INTRODUCTION

- This is a statement to inform you of our policy about all the information we record about you. It sets out the conditions under which we may process any information that we collect from you or that you provide to us. Any information that identifies you (“Personal Information”) is used to provide you with the services you require.
- We regret that if there are one or more points below that you are not happy with us holding, we have to hold this under General Data Protection Regulations (GDPR) law.
- We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our websites, customers and clients are entitled to know that their personal data will not be used for any purpose other than the lawful basis upon which it was provided for.
- We undertake to preserve the confidentiality of all information that you provide to Andover Town Council.



- Our policy complies with UK law accordingly implemented including that required by the GDPR.
- The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now by requesting that you read the information provided at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org).
- Except as set out in our GDPR policies (which can be found at [www.andover-tc.gov.uk](http://www.andover-tc.gov.uk) we do not share, sell or disclose any personal data to any other organisation or third party.

#### THE BASIS ON WHICH WE PROCESS INFORMATION ABOUT YOU

The law requires us to determine under which of the six defined basis, we process different categories of your personal information. If a basis on which we process your personal information is no longer relevant, your personal information will be destroyed.

If the basis changes then as required by law, we will notify you of the change and of any new basis under which your personal data is being held.

#### ALLOTMENTS

Data is held on an internal Town Council database/software system and is used to send you Newsletters, Yearly Invoices, Receipts, Follow-Up letters and Terminations if necessary.

Tenancy Agreements are held for 1 year after the expiry of the agreement under the GDPR guidelines (subject to change).

#### EMAILS & WEBSITES

If you contact the Town Council via email or our website, your personal data i.e. email address, will be kept for the time it takes to answer your enquiry, unless another lawful reason becomes apparent, which we will notify you of, after which time it will be destroyed.

For details of our full Privacy Policy, please refer to [www.andover-tc.gov.uk](http://www.andover-tc.gov.uk). Alternatively, you may write to us at Andover Town Council, 68b High Street, Andover, Hampshire, SP10 1NG and we will send you a hard copy.

For details of our full Privacy Policy, please refer to [www.andover-tc.gov.uk](http://www.andover-tc.gov.uk). Alternatively, you may write to us at Andover Town Council, 68b High Street, Andover, Hampshire, SP10 1NG and we will send you a hard copy.

## 1. Statement

Andover Town Council Staff will deliver our services in a friendly, inclusive and helpful manner. We would ask you to treat our staff with courtesy and respect in a manner in which you would expect to be treated.



We will:

- Treat you with courtesy and professionalism
- Give you clear and accurate information
- Deal with your requests, enquiries and concerns promptly
- Treat all customers equally and without discrimination
- Maintain confidentiality at all times

Members of the public who are unable to abide by this Policy will be asked to leave the office.

## 2. Document Information

Title:	Offices Policy
Status:	3 <sup>rd</sup> draft
Version:	14 March 2019
Consultation:	Policy & Resources Committee
Approved by:	Council
Approval Date:	14 March 2019
Review Frequency:	Every three years or if change occurs
Next Review:	March 2022

## 3. Document Control

Date	Version	Description	Sections Affected	Approved by
May 2018	1	1 <sup>st</sup> Draft	All	Policy & Resources Committee
Mar 2018	2	2 <sup>nd</sup> Draft	All	Council
May 2019	3	3 <sup>rd</sup> Draft	All	Council

*Disclaimer:*

*A printed version may not be the current version.*

*A current version may be obtained in the required format from the Town Clerk's Office at Andover Town Council.*