



**ANDOVER TOWN COUNCIL
PROTOCOL POLICY – 2019 (March 2019)**

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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.



Protocol Policy 2019

- 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.
- Except as set out in our GDPR policies (which can be found at 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 bases, 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. 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

Following a number of incidents where TVBC officers had been contacted directly by parish councillors, the Leader had asked the Chief Executive to draft a protocol for working with Andover Town Council and which could be distributed to all TVBC staff and Councillors as well as to the Clerk to the Andover Town Council.

This Protocol is intended to apply to all dealings by officers of TVBC with the business of Andover Town Council.

2. Purpose

The purpose of the Protocol is as follows:

- To ensure that all Andover Town Councillors receive equal treatment from TVBC officers.
- To ensure that the Clerk to the Town Council is fully informed and aware of communications between TVBC officers and the Town Council.
- To ensure that matters raised with TVBC officers have the formal authority of the Town Council.

The Protocol is founded on the simple principle that, in the normal course of events, all contact with TVBC officers on matters relating to Andover Town Council will be through the Clerk to the Town Council.

TVBC officers are employed by TVBC members in order to conduct the business of the Borough Council. That relationship is regulated by the TVBC Member/Officer Protocol. It is important to distinguish between the Town Council as an entity and individual Town Councillors. Whilst the Borough Council will seek to facilitate the business of the Town Council, individual Town Councillors stand in the same constitutional relationship with TVBC officers as do other members of the public.

The principles set out in this Protocol are not in any way intended to hamper the Town Council or individual Town Councillors in the performance of their democratic role. Thus, for example, where TVBC consults with the Town Council, then TVBC officers are likely to deal directly with the Town Clerk. In the event that individual Town Councillors are properly authorised to represent the Town Council on the matter in question, then TVBC officers will ensure that they are included in any consultation.



3. Document Information

Title:	Protocol Policy
Status:	3 rd 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

4. Document Control

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