Ringwood
Town Council

PRIVACY NOTICE

Lead officer	Town Clerk
Approved by	Full Council
Date approved	July 2026
Last reviewed	July 2026
Version	1
Next review	July 2027 (officer review)

Version history (remove if unnecessary)

Version	Date	Summary of changes
1	July 26	New original
1.1	Sept 2026	Small amends made to S10 Complaints to strengthen how to make data protection complaints.

1.

1. Who We Are

Ringwood Town Council is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

For the purposes of data protection legislation, Ringwood Town Council is the Data Controller.

Contact Details

Town Clerk
Ringwood Town Council
Ringwood Gateway
The Furlong
Ringwood
BH24 1AT

Email: enquiries@ringwood.gov.uk
Website: www.ringwood.gov.uk

2. Why We Process Personal Information

The Council collects and uses personal information to:

- Deliver Council services
- Manage allotments and cemeteries
- Administer venue and facility bookings
- Process payments and contracts
- Employ and manage staff
- Support councillors in carrying out Council business
- Respond to enquiries, complaints and correspondence
- Organise events and community activities
- Meet legal and regulatory obligations
- Protect Council assets and public safety

We only collect information that is necessary for these purposes.

3. What Information We May Collect

Depending on the service involved, we may collect:

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Financial and payment information

- Employment information
- Information contained within correspondence or complaints
- CCTV images
- Information relating to accessibility requirements or other special category data where necessary

4. Our Lawful Bases for Processing

The Council processes personal information under one or more lawful bases permitted by data protection legislation, including where processing is necessary to carry out public functions, comply with legal obligations, fulfil contracts, protect vital interests, where consent has been provided, or where legitimate interests apply.

Where special category data is processed, we identify and document the additional condition required by law.

5. Who We Share Information With

The Council may share information where there is a lawful basis to do so.

This may include:

- Government departments and regulators
- Local authorities
- Professional advisers
- Auditors
- Legal advisers
- Insurers
- Banking and payment providers
- IT and software suppliers acting on our behalf
- Law enforcement agencies where required

We do not sell personal information.

Information may also be disclosed where required under access to information legislation, including the Freedom of Information Act 2000 and Environmental Information Regulations 2004.

6. How We Protect Information

The Council takes information security seriously and uses appropriate technical and organisational measures to protect personal information.

These include:

- Access controls
- Password protection and multi-factor authentication

- Secure storage systems
- Staff and councillor awareness
- Information security procedures

7. How Long We Keep Information

The Council retains information in accordance with its Retention Schedule.

Retention periods vary depending on the purpose for which information is collected and any legal requirements that apply.

Information is securely deleted, destroyed or anonymised when no longer required.

8. Your Rights

Under data protection legislation you have the right to:

- Be informed about how your information is used
- Request access to your information
- Request correction of inaccurate information
- Request erasure where applicable
- Request restriction of processing
- Object to processing in certain circumstances
- Lodge a complaint

Some rights are subject to legal exemptions.

9. Making a Data Protection Request

If you wish to access your personal information or exercise any of your rights, please contact the Town Clerk using the contact details above.

Requests will be managed in accordance with the Council's Subject Access Request Procedure.

10. Complaints

If you are unhappy with how the Council has handled your personal information, you can make a data protection complaint to the Town Clerk using the contact details above. Complaints will be handled in accordance with the Council's Complaints Procedure.

You also have the right to complain to the Information Commissioner's Office (ICO), details can be found at www.ico.org.uk

11. Further Information

Further information about the Council and its activities is available through its Publication Scheme.

More detailed service-specific privacy information may be provided where appropriate.

12. Changes to this Notice

This Privacy Notice will be reviewed periodically and updated where necessary to reflect changes in legislation, Council services or processing activities.