



Burnham Parish Council
Privacy Policy

Please read our privacy policy carefully as it describes our collection, use, disclosure, retention, and protection of your personal information. This notice applies to the use of any of our services, facilities, website, or other online platform which references this privacy policy. Where you provide us with your personal information in any of the ways described in paragraph 2 below, you agree that we may use it as described in this privacy policy.

1. Who we are

The work of Burnham Parish Council includes the management of facilities including parks, playgrounds, green spaces, public toilets, community hall, street furniture, as well as the provision of services for the benefit of the residents and other service users in Burnham. Our work, and this privacy policy, encompasses all our commercial activity including the hiring and hosting of events at *Burnham Park Hall* (also referred to as *Burnham Park*), and the hiring of our green spaces including the *George Pitcher Memorial Ground* (also referred to as the *Cherry Orchard*). This privacy policy includes our websites: www.burnhamparish.gov.uk and www.burnhampark.co.uk and their associated email addresses.

2. How we collect information

We will collect information about you and any other party whose details you provide to us when you:

- register to use or attend any of our facilities or services. This may include your name, address, email address, and telephone number. We may also ask you to provide additional information about your preferences;
- place an order using our websites, or third party booking website such as www.eventbrite.co.uk or www.ticketsource.co.uk;

- complete online forms, take part in surveys either using our or a third-party survey website such as www.surveymonkey.co.uk, post on our message boards, post any blogs, or participate in any other interactive areas that appear on our website or within our facilities;
- interact with us using social media;
- contact us offline, for example by telephone, SMS, email or post.

3. Cookies

To make this site simpler, we sometimes place small data files on your computer. These are known as cookies. They improve things by:

- remembering settings, so you don't have to keep re-entering them whenever you visit a new page;
- remembering information you've given so you don't need to keep entering it;
- measuring how you use the website so we can make sure it meets your needs;

Our cookies aren't used to identify you personally. They're just here to make the site work better for you. Indeed, you can manage and/or delete these small files as you wish. To learn more about cookies and how to manage them, visit AboutCookies.org.

We use Google Analytics to collect information about how people use this site. We do this to make sure it's meeting its users' needs and to understand how we could do it better.

Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. We do not collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are. We do not allow Google to use or share our analytics data.

If you intend giving us personal information about someone else, you must ensure that beforehand you have their explicit consent to do so and that you explain to them how we collect, use, disclose, and retain their personal information or direct them to read our privacy notice.

4. How we use your information

You agree that we may use your information to:

- provide any information and services that you have requested or ordered;
- compare information for accuracy and to verify it with third parties;
- manage and administer your use of services you have asked us to provide;
- manage our relationship with you (for example, providing you with information on similar services or issues of public or personal interest);
- monitor, measure, improve, and protect our content, website, and services;
- provide you with any information that we are required to send you to comply with our regulatory or legal obligations;
- detect, prevent, investigate, or remediate crime, illegal or prohibited activities, or to otherwise protect our legal rights (including liaison with regulators and law enforcement agencies for these purposes);
- contact you to see if you would like to take part in our community engagement activities (for example, feedback on our facilities or public services);
- deliver joint content and services with third parties which whom you have a separate relationship (for example, other local authority);

After our initial interaction has concluded (i.e. your booking of our facilities has finished, or we have concluded a query), we may retain information about you. This information will be held and used for as long as permitted for legal, regulatory, fraud prevention, and legitimate public interest or commercial purposes.

We may monitor and record our communications with you, including emails and phone conversations. Information which we collect may then be used for training purposes, quality assurance, to record details about our website and services you request from us or ask us about, and in order to meet our legal and regulatory obligations generally.

5. Sharing your information

We may share your information with:

- Any local authority or agency acting in the public interest, for the purposes set out in this privacy policy, (e.g. to successfully resolve a issue with one of our facilities or services, or those of another local council);
- third parties used to facilitate payment transactions, for example our bank, or credit card payment provider;
- third parties where you have a relationship with that third party and you have consented to us sending information (for example social media sites);
- fraud prevention agencies;
- law enforcement agencies so that they may detect or prevent crime or prosecute offenders;
- any third party in the context of actual or threatened legal proceedings, provided we can do so lawfully (for example in response to a court order);
- any third party in order to meet our legal and regulatory obligations, including statutory or regulatory reporting or the detection or prevention of unlawful acts;
- external professional advisors and auditors for the purpose of seeking professional advice or to meet our audit responsibilities;

6. Your information

If we hold any information about you which is incorrect or if there are any changes to your details please let us know so that we can keep our records accurate and up to date.

You can also contact us if you would like to update your records or see a copy of the information that we hold about you. If you request a copy of your information you will need to pay the applicable statutory fee.

If you withdraw your consent to the use or of your personal information for purposes set out in our privacy notice, we may not be able to provide you with access to all or parts of our website, facilities, or services.

To contact us about any of the above, contact the Parish Clerk on 01628 661381 / clerk@burnhamparish.gov.uk.

7. Changes to our privacy notice

We may change our privacy policy from time to time. We will always update the privacy notice on our website, so please try to read it when you visit the website (the 'last updated' reference tells you when we last updated our privacy policy).

8. Security and storage of information

We will keep your information secure by taking appropriate technical and organisational measures against its unauthorised or unlawful processing and against its accidental loss, destruction, or damage. We will do our best to protect your personal information but we cannot guarantee the security of your data which is transmitted to our website or to other website, applications, and services via an internet or similar connection. If you believe your account has been compromised, please contact us at the details above.

9. Other sites and social media

If you follow a link from our website, or social media platforms to another site or service, this notice will no longer apply. We are not responsible for the information handling practices of third party sites or services and we encourage you to read the privacy policies appearing on those sites or services.