

Privacy Notice for Website Visitors

Cameron Community Council (CCC) is committed to respecting the privacy rights of all visitors to our website. We comply with data protection laws at all times and have set out this Privacy Notice to explain what personal data we collect, why we collect it, how we protect it, and to explain your rights.

Personal data we collect

We collect the following data about you:

- your name and e-mail address when you complete enquiry forms on our website
- potentially personally-identifying information such as Internet Protocol (IP) addresses for visitors to our website.

CCC only discloses personal data as described below.

Our website is not intended for use by children and as such we do not knowingly collect data relating to children.

How we protect your data

We are committed to keeping your data secure. We store any data provided through our website in secure computer systems that only authorised CCC volunteers have access to. Our data is backed up and we have secure systems in place to prevent hackers, viruses and similar from accessing our systems and data. We also have a range of policies and procedures for our volunteers, with ongoing training, to ensure your data is kept safe and only used in accordance with this Privacy Notice. Please note, however, that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

How we use your data

We use your data for the following reasons:

- to provide information, support and services to you;
- to manage customer service interactions with you;
- to generate aggregated statistics about the behaviour of visitors to our website. While CCC might display this aggregate data publicly, it will not disclose any personally-identifying information.

When and how we might share your data

We will never sell your personal data.

We share limited data collected through our website for limited purposes:

- Contact information you provide to seek help/support/information/provide feedback/make a complaint – we store this in computer systems provided by third parties for processing, storage and archive purposes. We use *TSOHost* to host the website and provide technical support. Their privacy policy is at: <https://www.tsohost.com/legal/privacy-policy>

How long we keep your data

We only keep your data for as long as we need to. More specifically:

- enquiry information - we will retain this for not more than 2 years after you last contacted us - we only keep personal data for the current financial year and the previous financial year.

Transferring data outside of the European Economic Area (EEA)

We are required to tell you if we transfer data outside of the EEA. The data we collect and process is not transferred outside of the EEA.

Website Visitors

Like most website operators, CCC collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. CCC's purpose in collecting non-personally identifying information is to better understand how CCC's visitors use its website. From time to time, CCC may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of its website.

Links to External Sites

CCC's website may contain links to external sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy and terms and conditions of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third party sites, products or services.

Legal basis for using your data

We generally rely on your consent to use your personal data in relation to monitoring website usage, or providing customer care, information or support should you choose to contact us directly through our website.

We also process your data because it is in our legitimate interests that we do so, namely:

- promoting our activities;
- sending information to you by e-mail about our services and/or activities;
- protecting CCC, our volunteers, funders, partners and clients/customers/service users by taking appropriate legal action against third parties who have committed criminal acts;
- fulfilling our duties to our customers/clients/service users.

Your legal rights

You have the following rights:

- the right to ask what personal data we hold about you;
- the right to ask us to update and correct or delete any out-of-date or incorrect personal data that we hold about you;
- the right to opt out of any marketing communications that we may send you.

To exercise any of the above rights please contact CCC Secretary. You also have the right to lodge a complaint with the Information Commissioner's Office (the supervising authority for data protection in the UK). To do that please visit their website at <https://ico.org.uk/concerns/>

Reviewing and changing how we use data

This Privacy Notice was last updated on 9 December 2019.



We regularly review our use of personal data to ensure that what we do continues to be fair, transparent, safe and legal. CCC sometimes change software or technologies, or how we work, and this may result in us changing what data we collect and/or how we use it. We will only use your data for the purposes set out above. If we want to use your data for any other purpose we will contact you and seek your express permission before we conduct any such processing.

We will always seek to minimise the amount of data we collect and use, and to only keep it for as long as we need to.

Whenever any change is made to how we collect or use personal data we will update this Privacy Notice and any other relevant policies.

How to find out more or to make a complaint

We've endeavoured to make this Privacy Notice clear, informative and understandable, but if it is not then please contact us and we shall provide further information as required. We will also look to improve the wording of this Privacy Notice, based on feedback.

To provide feedback, ask for more details or to make a complaint about our collection or use of your personal data then please contact CCC Secretary. You can also complain to the Information Commissioner's Office in the UK - please visit their website to see how you can do that.