



PRIVACY NOTICE

Our Contact Details

Post: West Horsley Parish Council, 99 The Street, West Horsley, Surrey KT24 6DD

Tel: 01483 901905

Email: clerk@westhorsley-pc.gov.uk

The Council takes the protection of your data seriously and complies with all Data Protection legislation. Our aim is to provide a personalised and valuable service whilst safeguarding our users' privacy. We only process and hold information in order to provide public services.

We record personal information if you:

- Subscribe to or apply for services that require personal information
- Contact us and leave your details for us to respond

We collect and hold information about you to enable us to:

- Confirm your identity to provide some services
- Contact you by post, email, or telephone
- Understand your needs to provide the services that you request
- Understand what we can do for you and inform you of other relevant services and benefits
- Obtain your opinion about our services
- Allow us to undertake statutory functions efficiently and effectively

How we use your information

- We will only use any personal information you send us for the purposes for which you provide it.
- We will only hold your information for as long as necessary.
- All employees who have access to your personal data and are associated with the handling of that data are obliged to respect the confidentiality of your data.
- All your communications to us are protected against unauthorised access by third parties.

Visitors to this website

When someone visits this website we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Security and Performance

We use a third-party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors to the site.

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Use of Cookies

This site uses cookies to maintain and keep track of users' preferences and authenticated sessions, to identify technical issues, user trends and effectiveness of campaigns, and to monitor and improve the overall performance.

Information Sharing

We may occasionally need to pass your information to other people and organisations that provide the service. These providers are obliged to keep your details securely and use them only to fulfil your request. If we wish to pass your sensitive or confidential information onto a third party, we will only do so once we have obtained your consent, unless we are legally required to do so.

Information Security

We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies. We will only keep your data for the purpose it was collected for and only for as long as is necessary. After which it will be deleted.

Children

We will not process any data relating to a child (under 13) without the express parental/guardian consent of the child concerned.

Your Rights

Under law in respect of your personal information, you have the right to:

- Be informed about the collection and use of your personal information
- Your information to verify the legality of our use of it
- Request that inaccurate or incomplete information about you is rectified
- Request the deletion or removal of your information where there is no further reason for us to use it
- Restrict the use of your information
- Obtain and reuse the information that we have about you for your own purposes
- Object to certain uses (such as for marketing purposes)
- Not to be subject to automated decisions that will have a legal effect on you

Please see our **Subject Access Request Policy** for information on how to exercise these rights. If you feel that your rights have been breached in any way, you should contact us or you can lodge an official complaint with the ICO via their website at www.ico.org.uk/concerns.

Summary

In accordance with the law, we only collect a limited amount of information about you that is necessary for correspondence, information, and service provision.

We do not:

- Use profiling
- Sell your data
- Pass your data to third parties without your consent
- Use your data for purposes other than those specified

We do:

- Make sure your data is stored securely
- Delete all information deemed to be no longer necessary
- Constantly review our Privacy Policies to keep it up to date in protecting your data

For review and approval by Full Council on 21 July 2026