

Service: Parks, Allotments, Pitch Bookings, Events and Cemeteries

Data Controller: Runnymede Borough Council, Civic Centre, Station Road, Addlestone, Surrey, KT15 2AH

Data Protection Officer: Natalie Lacey

Introduction

We collect and process personal data relating to our service users in order to provide access to the services and facilities we provide. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

We collect and process a range of information about you. This includes:

- your name, address, contact details, including email address and telephone number;
- information you provide to us as part of your booking or service request
- financial information such as payment details

In most cases this information is provided by you when making an enquiry about a service or in connection with an ongoing relationship.

Why do we process personal data?

We need to process data for the performance of a contract with you. For example, we need to process your data to provide you with a service listed above, or in order to take steps at your request, prior to entering into a contract for these services.

Who has access to your data?

Your information may need to be shared with the parties set out below for the purposes stated above.

- Other council departments, including customer services and finance
- Contactors and other third parties working on our behalf

In some instances it may be necessary to share information with the Police, for example where they are investigating a crime. However we will only disclose information that is required for their investigation.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data.

We will not transfer your data to countries outside the European Economic Area.

How do we protect data?

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by members of staff authorised by the Data Controller for this purpose. Access to our systems is limited to authorised members of the team whose job role requires access to the personal data.

How long do we keep your data?

We keep your information for as long as necessary. Once your contract or interaction with us has ceased we will only keep your information for a reasonable period.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.
- object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

You can make a subject access request by following the instructions for making a subject access request on our website:

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

Or you can contact our Information Governance Officer on 01932 425626

If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information Commissioner.

<https://ico.org.uk/make-a-complaint/>