



**CHIPPENHAM  
TOWN COUNCIL**  
Improving the quality of town life

## Report-it Privacy Notice

### Data Controller

Chippenham Town Council is the Data Controller for the information that is processed for this purpose.

### Legal Basis

Legitimate obligation.

### What Data Do We Collect

Name, address, telephone number and email address.

### How We Process Your Personal Data

We retain this information so that we can process individual's data, record this and individuals to provide feedback about their enquiries.

### Sharing Your Data

We do not routinely share this information outside of our organisation, but may share this information with our legal or trusted advisers for the purpose of obtaining advice, with government agencies if required by law, or with law enforcement agencies for the prevention or detection of crime.

### What Are Your Rights

You have a number of rights in relation to your personal information under data protection law. In relation to most rights, we will ask you for information to confirm your identity and, where applicable, to help us search for your personal information. We will respond to you within 30 days after we have received any request (including any identification documents requested).

You have the right to:

1. Ask for a copy of the information that we hold about you;
2. Correct and update your information;
3. Withdraw your consent (where we rely on it).
4. Object to our use of your information (where we rely on our legitimate interests to use your personal information) provided we do not have any continuing lawful reason to continue to use and process the information.

5. Erase your information (or restrict the use of it), provided we do not have any continuing lawful reason to continue to use and process that information;
6. Transfer your information in a structured data file (in a commonly used and machine-readable format), where we rely on your consent to use and process your personal information.

Please see our [Data Protection Policy](#) for further information and for details of how to make a request.

### **How Long Do We Keep Your Data For**

18 months from receiving the initial enquiry.

### **Contact Information**

You can exercise the above rights and/or manage your information by contacting us using the details below:

Postal address: The Town Hall, High Street Chippenham, Wiltshire, SN15 3ER

Email: [enquiries@chippenham.gov.uk](mailto:enquiries@chippenham.gov.uk)

Phone: +44 (0) 1249 446699

Our Data Protection Officer is One West and you can contact them at:

[dpo@chippenham.gov.uk](mailto:dpo@chippenham.gov.uk)

### **Complaints**

If you wish to raise a complaint on how we have handled your personal data, please contact us at [dpo@chippenham.gov.uk](mailto:dpo@chippenham.gov.uk).

If you are not satisfied with our response you can complain to the Information Commissioner's Office (ICO). The ICO's contact details are below:

Postal address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Phone: 0303 123 1113