

# **Ramsgate Town Council – Privacy Policy**

Last updated: 27 May 2026

Ramsgate Town Council (“the Council”, “we”, “our” or “us”) is committed to protecting your privacy and ensuring your personal information is handled securely, fairly and lawfully in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This Privacy Policy explains what personal data we collect, how we use it, who we share it with, how long we keep it, and your rights.

## **1. Who we are**

Ramsgate Town Council is the data controller for the purposes of data protection law.

### **Contact details:**

Ramsgate Town Council

The Custom House, Harbour Parade, Ramsgate, Kent, CT11 8LP

Tel: 01843 598751

Email: [clerk@ramsgatetowncouncil.gov.uk](mailto:clerk@ramsgatetowncouncil.gov.uk)

Website: [www.ramsgatetown.org](http://www.ramsgatetown.org)

## **2. The information we collect**

We may collect, store and use the following categories of personal data:

- Name, address, telephone number and email address.
- Information submitted through forms, surveys or correspondence.
- Information relating to the services you use, enquiries you make, or complaints you submit.
- Newsletter subscription details.
- Information about your use of our website, including IP address and cookies (see separate [Cookies Policy](#)).

We do **not** routinely collect special category (sensitive) personal data unless required by law or to perform a statutory function.

## **3. How we use your information**

We use your personal data to:

- Deliver and improve Council services.
- Respond to enquiries, complaints or requests.
- Manage events, consultations and community engagement.
- Send newsletters or updates you have subscribed to.
- Maintain statutory records and meet legal obligations.
- Manage our website and ensure its security and functionality.

We will only process your data where we have a lawful basis under Article 6 of the UK GDPR.

## **4. Lawful bases for processing**

Depending on the activity, the lawful basis may be:

- **Consent** – where you have given clear permission (e.g. newsletter subscription).

- **Contract** – where processing is necessary to deliver a service you requested.
- **Legal obligation** – where we must process data to comply with law.
- **Public task** – where we carry out a function in the public interest or in our official capacity.
- **Legitimate interests** – where processing is necessary for our legitimate purposes and your rights do not override those interests.

## **5. Sharing your information**

We do not sell or rent personal data to any third party.

We may share your data:

- With partner organisations or public authorities where required by law or necessary to deliver a public service.
- With trusted **third-party service providers** (e.g. IT, web hosting or communication platforms) who act as **data processors** under strict contractual obligations.
- To comply with legal obligations, court orders, or protect public safety.

All third-party processors are required to keep your data secure and use it only as instructed by us.

## **6. Transfers outside the UK**

Your personal data is normally stored and processed within the United Kingdom.

If data must be transferred outside the UK (for example, where a service provider hosts data in the European Economic Area or elsewhere), we will ensure that appropriate safeguards are in place – such as UK adequacy regulations or approved standard contractual clauses.

## **7. Data retention**

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including to meet legal, accounting or reporting requirements.

Specific retention periods are set out in our **Data Protection and Retention Policy**, available on request.

When data is no longer required, it is securely deleted or anonymised.

## **8. Automated Decision-Making and Artificial Intelligence (AI)**

Ramsgate Town Council does **not currently use any systems that make solely automated decisions** about individuals. No decisions producing legal or similarly significant effects are made without human involvement.

In the future, the Council may use **artificial intelligence (AI)** or other **automated systems** to support service delivery or improve efficiency. Any such use will comply fully with the **UK GDPR** and **Data Protection Act 2018**.

If such systems are introduced, the Council will:

- Conduct a **Data Protection Impact Assessment (DPIA)** before use;
- Rely only on appropriate lawful bases and safeguards under Article 22;

- Ensure **human oversight** and allow individuals to **request review or challenge** automated decisions;
- Provide **clear information** about the logic, significance and likely effects of automated processing;
- Regularly review such systems for fairness, accuracy, bias and security.

This section will be updated as the Council's use of technology evolves.

## **9. Your rights**

Under data protection law, you have the right to:

- Complain directly to the Council about the handling of their personal data. Complaints will be acknowledged and handled without undue delay, in accordance with the Data (Use and Access) Act 2025.
- Access your personal data (Subject Access Request). Subject Access Requests will be handled in accordance with updated UK law. Searches will be reasonable and proportionate, statutory response deadlines may be paused where clarification is necessary, and legal professional privilege information is exempt from disclosure.
- Request correction of inaccurate data.
- Request erasure of your data (the "right to be forgotten").
- Request restriction of processing.
- Object to processing.
- Request data portability.
- Withdraw consent (where processing is based on consent).
- Not to be subject to solely automated decisions with legal or similar effects.

To exercise these rights, please contact the Town Clerk using the details above.

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you believe your data has been mishandled: [www.ico.org.uk](http://www.ico.org.uk) | Tel: 0303 123 1113.

## **10. Cookies and website usage**

Our website uses cookies to improve functionality and understand how visitors use the site. Essential cookies are required for operation; non-essential cookies will only be set with your consent.

In line with updated Privacy and Electronic Communications Regulations (PECR) provisions, certain low-risk analytics and functionality cookies may be used without consent where permitted by law. Full details are set out in the Cookies Policy.

For full details, please see our separate [Cookies Policy](#).

## **11. Changes to this policy**

This Privacy Policy is reviewed **annually** or sooner if there are significant changes to our processing activities or the law.

Any updates will be published on this page.