

POLICY

PRIVACY & COOKIES

What is in the Policy?	This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.
Date Adopted	23 October 2023
Review Date	September 2026

For more information please contact: info@waretowncouncil.gov.uk / 01920 460316

1. Policy statement

- 1.1. Ware Town Council ("The Council") are committed to protecting and respecting your privacy.
- 1.2. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.waretowncouncil.gov.uk you are accepting and consenting to the practices described in this policy.
- 1.3. For the purpose of the Data Protection Act 2018 (the Act), the data controller is Ware Town Council of the Priory, High Street, Ware, Herts SG12 9AL.

2. Information about our use of cookies

- 2.1. Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and allows us to improve our site. By continuing to browse the site, you are agreeing to our use of cookies.
- 2.2. A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

3. How cookies are used on our website

- 3.1. For full information on the use of cookies and our privacy policy online please see <https://waretowncouncil.gov.uk/contact-us/privacy-policy/>.

4. Information we may collect from you

- 4.1 **Information you give us:** You may give us information about you by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site or when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number etc.
- 4.2 **Information we collect about you:** With regards to each of your visits to our site we may automatically collect the following information and more:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); pages you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

5. Use of the information given and collected

- 5.1. **Information you give to us.** We will use this information only for the specific purposes for which you have provided it.
- 5.2 **Information we collect about you.** We will use this information:
 - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our site safe and secure.

6. Disclosure of your information

6.1. Any personal information you provide to us will only be used by us, our agents and service providers, and will not be disclosed unless we are obliged or permitted to do so by law.

7. Where we store your personal data

7.1. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

8. Links to Third Party Websites

8.1. Our site may, from time to time, contain links to and from the websites of our partner agencies and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

9. Changes to our privacy policy

9.1. Any changes we may make to our privacy policy in the future will be reflected on this page: <https://waretowncouncil.gov.uk/contact-us/privacy-policy/>. **Please check back frequently** to see any updates or changes to our privacy policy.

For more information about relevant Data Protection and Privacy of Information legislation, please contact the Freedom of Information team on info@waretowncouncil.gov.uk.