

How the Council uses and stores your information

Introduction

In response to the Coronavirus pandemic, the Town Council now gathers and keeps a small quantity of personal information about Bruton residents in a structured way (ie in an electronic list). This document explains how we keep the information secure.

The Council will follow the principles of the General Data Protection Regulation (GDPR):

- You have a right to know what information we hold about you and your family, and to ask for it to be removed;
- The information will only be used for the purpose for which it has been collected;
- The information will only be given to those who have a need to see it, in order to do whatever it is they need to do (for example, a person making a delivery has to know the address).

Information storage

All the Council's electronic information is held on a remote server owned by Google. There are two layers of protection for personal information. The first is that a person needs to log into the Town Council's Google account with an identity and a password. The second is that the person also needs to have been granted access to the information by the 'owner' of the particular information. (The owner has full access to all the information, and the manager of the Council's IT systems can also re-set passwords and gain access in an emergency).

The Council will control distribution of personal information by offering electronic access only to those who need it. It cannot be downloaded, printed, copied or forwarded.

Food Drop: the information collected

The Council collects the absolute minimum information necessary to provide this volunteer-led service:

- A contact name (which can be a pseudonym) and telephone number;
- The delivery address;
- The number of each type of food package needed;

- Any special requests.

Food Drop: who knows what

Role	The details they know
Organisers	All the details that the family or person has supplied
Volunteer packers	The number of different sorts of packs required for an address, any particular dietary preferences or special requests, the address (to label the parcel)
Volunteer drivers	The address, and a first name and phone number (in case of difficulty)

Coronavirus local resource line: the information collected

We collect the minimum information necessary to run the service:

- Date, time and phone number of the caller;
- Name and address of the person the call is about;
- Brief details of why the call is being made;
- What has been done about it.

This information is available only to the people on the rota who speak to the caller, and three others who are offering support to those on the rota. An individual's details may be shared further, with their consent, in order to ensure that they get the help that they need.

Volunteers: who knows what

When volunteers sign up on the Council website, they are asked to agree that information about them can be passed on to others. We collect information about a volunteer's name, address, contact details, particular skills and what they would like to help with. We also note whether they have had recent DBS clearance.

This information is available to those working for the Town Council, and those providing services to vulnerable and self-isolating people in the town (eg the Telephone Buddies service and the Health Coaches).

Removing your personal information

If you want to know the details of the personal information that we hold about you, please contact the Town Clerk, using the contact details on this website. The Town Clerk will arrange for its removal at your request.

This only applies to information about you which is stored in a list. The Council is entitled to keep a copy of any letter or email that you have sent to us if we have good reason to do so.