
Website privacy policy (GDPR version)

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Your right to privacy is very important to us and we appreciate that you trust us to act in a responsible manner when you choose to give us your personal details. This Privacy Policy will inform you as to how we look after your personal data when you visit our website, when you email us, or when you complete and submit an online form via our websites, online portals and app (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

The Isle of Anglesey County Council is registered with the Information Commissioner's Office. All the data submitted by visitors to this website and online portals will be processed according to the General Data Protection Regulation (GDPR). All information collected by the Isle of Anglesey County Council will be kept and maintained in databases in the ownership of the Isle of Anglesey County Council.

Isle of Anglesey County Council may collect some personal information from visitors to our websites, online portals and app. This information is used only to respond to enquiries and to monitor site usage. These statistics will not include information that can be used to identify any individual. Such information is anonymous and held on a temporary basis. By submitting your data you consent to the use of that information as set out above. When personal information is collected via an online form, the data will only be used for the purposes as explained in the form.

1. IMPORTANT INFORMATION AND WHO WE ARE

PURPOSE OF THIS PRIVACY NOTICE

This privacy notice aims to give you information on how The Isle of Anglesey County Council collects and processes your personal data through your use of our websites, online portals and app, including any data you may provide through our websites, online portals and app when you sign up to a service or newsletter, purchase a product or service.

It is important that you read this Privacy Policy together with any other Privacy Notice we may provide on specific

occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data.

CONTROLLER

The Isle of Anglesey County Council is the controller and responsible for your personal data (collectively referred to as "Isle of Anglesey County Council", "we", "us" or "our" in this Privacy Policy).

We have appointed a data protection officer (DPO) who is responsible for overseeing questions in relation to this Privacy Policy. If you have any questions about this Policy, including any requests to exercise your legal rights, please contact the DPO using the details set out below.

CONTACT DETAILS

Full name of legal entity: Isle of Anglesey County Council

You can contact our Data Protection Officer

Email address: DPO@anglesey.gov.uk or SDD@ynysmon.gov.uk

Postal address:

Data Protection Officer

Isle of Anglesey County Council

Council Offices

Llangefni

Anglesey

LL77 7TW

Telephone number: (01248) 750057

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. THE DATA WE COLLECT ABOUT YOU

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your usage data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We may collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

IF YOU FAIL TO PROVIDE PERSONAL DATA

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with adequate services). In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

3. HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - apply for our services;
 - create an account on our websites, online portals and app;
 - subscribe to our service or publications;
 - request marketing to be sent to you;
 - enter a competition, promotion or survey; or
 - give us feedback.
- **Automated technologies or interactions.** As you interact with our websites, online portals and app, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, and other similar technologies.
- **Third parties or publicly available sources.** We may receive personal data about you from various third parties and public sources as set out below :

(a) analytics providers

- Contact, Financial and Transaction Data from providers of technical, payment and delivery services.
- Identity and Contact Data from publicly available sources [such as Companies House and the Electoral Register based inside the EU.

4. HOW WE USE YOUR PERSONAL DATA

Our policy is to respect and protect the privacy of anyone who visits our websites, online portals and app. Where we ask you for personal information via an online form, this information will only be used for the purpose indicated and will be held in a secure manner. It will not be used for any other purpose without your permission and will not be kept for longer than necessary. If you are concerned about providing your personal information online

please contact us and we will arrange alternative means for you to provide this information.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

MY ACCOUNT REGISTRATION

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. We have established My Account where you can view and make certain decisions about your personal data use. If you register with MyAccount via the website or app as a user, we ask you for certain basic and personal information in order to build up your user profile, for example your name and email address.

We may collect and process the following data about you:

- information you provide via the "Registration" page when registering to use MyAccount including your name, email address, and any updated information you provide from time to time to access services;
- Information you provide via the "My Profile/User Details" page;
- Information you provide when you request a service or information;
- Additional information we may request from you from time to time either by contacting you directly or through MyAccount, although there will be no obligation on you to provide this additional information.
- Details of your visits to MyAccount including, but not limited to, traffic data, location data, and other communication data, whether this is required for our own purposes or otherwise and the resources that you access.

We will let you know on the registration page if the provision of certain information is optional.

If you provide us with information about another person you confirm that they have appointed you to act for them, consent to the processing of their personal data including sensitive personal data and that you have informed them of our identity and the purposes (as set out below) for which their personal data will be processed.

By providing us with your personal information, you consent to our processing your personal data for the purposes set out below.

We use personal information held about you in the following main ways:

- so that we can administer and support service and information requests;
- to provide you with access to the appropriate areas and functions of MyAccount (including to particular content);
- to contact you by email or SMS from time to time;

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- to notify you occasionally about important changes or developments to MyAccount;
 - for Registered Users to access and be updated on the status or progress of service requests;
 - for assessment and analysis to enable us to review, develop and improve the services we offer;
 - for other purposes to which you have given your consent

We may also use information provided by you (such as what you think about MyAccount and our websites, online portals and app and improvements that you would like to see made) or statistical information collected, so that we can improve information and make your visits to the website and MyAccount more rewarding.

THIRD-PARTY MARKETING

We will get your express opt-in consent before we share your personal data with any company outside the IOACC for marketing purposes.

OPTING OUT

You can ask us or third parties to stop sending you marketing messages at any time by logging into the MyAccount online portal and checking or unchecking relevant boxes to adjust your marketing preferences or by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions.

USE OF COOKIES

A cookie is a small message given to your web browser by websites you visit. The browser stores the message in a text file, and the message is then sent back to the server each time the browser requests a page from the server. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

The cookies we use provide us with information regarding the behaviour of users within our site - what areas are of interest to them and what services they frequently use, etc. No sensitive information such as telephone numbers or email addresses are stored within these cookies.

We also use transient or 'session' cookies to remember which language to show.

The session cookies used by this site do not contain any personal information about you and they are deleted from your computer when you close the web browser. Please make sure that you have session cookies enabled for this site, so that your chosen language appears properly.

Most web browsers accept cookies by default. However, if you are uncomfortable with cookies, you may be able to set your web browser to refuse all cookies or to let you know when a cookie is sent to your computer - you can then choose whether to accept the cookie, or not.

We recommend that you at least have session cookies enabled for this site, so that basic functions, such as your choice of language to work properly.

You can read more about how we use cookies on our [Cookies page](#).

CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. DISCLOSURES OF YOUR PERSONAL DATA

Except in very specific circumstances, we do not disclose any of your information to other parties, except where you have given your consent in the "My Profile" section of MyAccount. In this respect we may need to share your information with our service providers and agents for the above purposes. We may also share your information with other services of the Isle of Anglesey County Council and any successor body to us.

Otherwise, we reserve the right to give your personal information to a third party without your consent where we believe that such disclosure is (i) required by law or (ii) necessary to assist in the prevention or detection of any criminal action (including fraud) or (iii) is in the overriding public interest and is permitted by law.

6. INTERNATIONAL TRANSFERS

We do not transfer your personal data outside the European Economic Area (EEA).

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. DATA RETENTION

HOW LONG WILL YOU USE MY PERSONAL DATA FOR?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

9. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data:

If you wish to exercise any of the rights set out above, please contact the Authority's Data Protection Officer by sending an email to: DPO@anglesey.gov.uk or by writing to us to: Data Protection Officer, Legal Services, Anglesey County Council, Llangefni, LL77 7TW

NO FEE USUALLY REQUIRED

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

WHAT WE MAY NEED FROM YOU

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

TIME LIMIT TO RESPOND

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

YOUR LEGAL RIGHTS

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with

local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

10. PRIVACY POLICY REVIEW

IOACC will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law. If there are substantial changes to this statement or in how IOACC will use your personal information, we will advertise the updated notice both on the front page of the IOACC web site.

IOACC encourages you to periodically visit the council's website to review this notice and to be informed of how IOACC is protecting your information.