



Crewe Town Council Website Privacy Notice



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Planned Review Date: April 2022

Introduction

Our website is operated by Crewe Town Council which is responsible for the processing of your personal data and is the data controller for all such information. The website is hosted by Element Hosting Ltd

We regard your privacy as very important. Any personal information you provide to us through this website will be dealt with in accordance with this Privacy Policy and our **General Privacy Policy** which is also available on our website. This General Privacy Policy describes the information we may collect from you and the purpose for our collection of it. (Click on Council>Policy Documents) The Council's Digital and IT Policy can also be found in our Policy Documents

General Data Protection Regulations

As data controller and when handling any personal information, we take all necessary steps to comply with the Data Protection Act 2018 and the General Data Protection Regulations. When you supply any personal information to us, we will meet our legal obligations to you in the way that we deal with that information. In accordance with the Data Protection Principles we are required to collect personal information fairly and to let you know how we will use it and whether we will pass the information onto anyone else. We will comply with these principles by ensuring that:-

- all personal information supplied to us is held securely
- information will be held only as long as necessary for our services
- we use up to date industry procedures to keep personal data as safe and secure as possible against loss, unauthorised disclosure or access.

Also, in the Policy Documents of our Website, you will find the Town Council's Information and Data Protection Policy (this contains its Website Privacy Policy which this Privacy Notice stems from) and related Document Management Policy

1. Visitors to our websites

When someone visits www.crewetowncouncil.gov.uk we may use a third party service, such as Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We may do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it

1.1 Use of cookies by Crewe Town Council

You can read more about how we use cookies in our Cookie Policy which can be found [here](#)

1.2 External Links

The Crewe Town Council website only looks to include quality, safe and relevant external links. Users are advised to adopt a policy of caution before clicking any external web links from this website. (External links are clickable text / banner / image links to other websites)

Crewe Town Council cannot guarantee or verify the contents of any externally linked websites

Users should therefore note they click on external links at their own risk and this website and Crewe Town Council cannot be held liable for any damages or implications caused by visiting any external links mentioned

2. Contacting Crewe Town Council

2.1 People who call us

Phone conversations are not recorded unless your call cannot be answered and you choose to leave a voice message. Voice messages are deleted within one working day

2.2 People who email us

We will monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law

2.3 People who contact us via social media

We use Facebook, Instagram and Twitter to manage our social media interactions

If you send us a private or direct message via Facebook the message will be deleted within one month. It will not be shared with any other organisations

From time to time, our social media is accessed by restricted partners who have signed confidentiality and data sharing agreements. These restricted partners will have access to social media messenger pages. If you are concerned about confidentiality, please contact us by telephone or by emailing townclerk@crewetowncouncil.gov.uk and we can book an appointment to see you

Crewe Town Council will not ask for personal or sensitive information through social media platforms. If you wish to discuss sensitive details, please contact us by telephone or by emailing townclerk@crewetowncouncil.gov.uk and we can book an appointment to see you

3. Social Media Platforms

Communication, engagement and actions taken through external social media platforms are custom to the terms and conditions as well as the privacy policies held with each social media platform

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details

This website uses social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account

4. Third party cookies and privacy notices

Cheshire East Council: Some of web pages provide links to Cheshire East Council, for example Planning Applications. [Cheshire East Council Privacy Notice](#)

Facebook: [Facebook's Privacy Notice](#)

Google Analytics: (for use, see our Cookie Policy). [Google Privacy Notice](#)

Instagram: [Instagram Privacy Notice](#)

SurveyMonkey: We sometimes use SurveyMonkey to conduct surveys. If you click through to SurveyMonkey it may use both session cookies and persistent cookies. [SurveyMonkey's privacy statement](#)

Twitter: The home page contains a Twitter feed. If you click through to Twitter it may use both session cookies and persistent cookies. [Twitter's privacy statement](#).