



Lydney Town Council Privacy Notice

Approved and readopted 14th September 2026: Latest Update 29.06.2026

Lydney Town Council is committed to protecting your privacy and ensuring that personal information is handled lawfully, fairly and transparently.

Who We Are

Lydney Town Council is the data controller for the personal information it processes.

Contact Details:

Lydney Town Council
Claremont House, High Street
Lydney, Gloucestershire, GL15 5DX

Email: town.clerk@lydneytowncouncil.gov.uk

Telephone: 01594 823234

If you have any questions about this privacy notice or how your personal information is handled, please contact the Town Clerk using the details above.

What Information We Collect

We may collect and process the following types of personal information:

- Name and title
- Address
- Email address
- Telephone number
- Correspondence and enquiries
- Information provided through applications, consultations or complaints
- Information related to employment, contracts or volunteering activities
- CCTV images where CCTV systems are in operation
- Information required for financial transactions and payments

Why We Use It / Legal Bases

We collect and process personal information to:

- Carry out our statutory duties and functions as a local authority
- Provide and improve local services and facilities
- Respond to enquiries, complaints and requests
- Manage council property and assets
- Process grant applications
- Administer allotments, events and community activities
- Manage council staff, contractors and volunteers



- Meet legal, financial and regulatory requirements
- Protect public safety and prevent crime and anti-social behaviour
- Legal Basis for Processing

We process personal information under one or more of the following legal bases:

- Compliance with a legal obligation
- Performance of a contract
- Consent, only for limited optional matters
- Compliance with a legal obligation
- performance of a task carried out in the public interest or in the exercise of official authority

How We Use Your Information

Your personal information is used only for the purposes for which it was collected. We take appropriate measures to ensure that information remains secure and confidential.

Access to personal information is restricted to authorised officers, councillors and service providers who need it to perform their duties.

Who We Share It With

We may share information where necessary with:

- Forest of Dean District Council
- Gloucestershire County Council
- Government departments and regulatory bodies
- Law enforcement agencies
- Auditors and professional advisers
- Contractors and service providers acting on behalf of the Council

Information is only shared where there is a lawful basis to do so.

We do not sell personal information to third parties.

Retention

Personal information is retained only for as long as necessary to fulfil the purpose for which it was collected or to meet legal and regulatory requirements.

Retention periods are determined by legislation, guidance from the National Association of Local Councils (NALC), and Lydney Town Council's Standing Orders and records management policies.

CCTV



Where CCTV operates on Council-owned property, recordings may be collected for the purposes of:

- Crime prevention and detection
- Public safety
- Protection of Council assets

CCTV footage is retained for a limited period unless required for the investigation of an incident. Digital images will be erased after a period of 31 days.

Appropriate signage is displayed where CCTV is in operation.

For access to information regarding CCTV all requests should be directed to town.clerk@towncouncil.gov.uk.

Your Rights

Some rights are limited by law and may not apply in every case. Under UK data protection legislation, you have the right to:

- Be informed about how your information is used
- Access your personal information
- Request correction of inaccurate information
- Request erasure of information in certain circumstances
- Restrict processing in certain circumstances
- Object to processing where appropriate
- Data portability where applicable
- Withdraw consent where processing is based on consent

Requests should be made in writing to the Town Clerk.

Complaints

If you are unhappy with how your personal information has been handled, please contact Lydney Town Council first so that we can try to resolve your concerns.

You also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113



Lydney Town Council
Working with the Community

Website: www.ico.org.uk

Changes to This Privacy Notice

Lydney Town Council may update this Privacy Notice from time to time to reflect changes in legislation, guidance or Council practices.

The most recent version will be available from the Council website.