



Lymington and Pennington Town Council Covid-19 Community Hub – Privacy Notice

A Community Hub helpline has been established to assist residents of Lymington and Pennington during the Coronavirus Covid-19 outbreak. It is designed to help self-isolating or vulnerable persons within the Lymington and Pennington community, specifically those who are self-isolating or vulnerable and require assistance with essentials such as shopping and prescription collections.

Our contact details:

Name: Lymington and Pennington Town Council

Address: Town Council Offices, Town Hall, Avenue Road, Lymington, Hampshire,
SO41 9ZG

Phone Number: 02380 285893

E-mail: communityhub@lymandpentc.org.uk

Website: www.lymingtonandpennington-tc.gov.uk

The type of personal information we collect:

We currently collect and process the following information for this service:

- Name
- Address
- Telephone number
- Email address

How we get your personal information and why we collect it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- A request for shopping assistance
- A request for a prescription collection
- A request for information about the Community Hub
- Signposting to other organisations and/or services during the Coronavirus Covid-19 pandemic

We also receive personal information indirectly, from the following sources in the following scenarios:

- Other voluntary organisations, such as Community First, New Forest where the request is to give assistance to a resident living in the Lymington and Pennington area.

We use the information that you have given us in order to:

- Register requests for assistance
- Understand your needs to provide the services that you request
- Contact you, by telephone or email to follow up requests for assistance
- Deliver shopping and prescription requests to your door
- Update your customer record

We may share this information with:

- Our registered volunteers and staff who are providing the delivery service on our behalf.
- Tesco Metro in Lymington High Street, solely for the purpose of obtaining a card payment in respect of a shopping request.
- Another voluntary organisation, such as Community First, New Forest with your prior consent.
- The Council at an overview level, to help us to build up a picture of how we are performing at delivering services.

Under the General Data Protection Regulation (GDPR), we are permitted to process information under GDPR Article 6 (1) (a) (d) and (f) when:

- Processing is with consent of the data subject; or
- Processing is necessary in order to protect the vital interests of the data subject or of another natural person; or
- Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

How we store your personal information:

Lymington and Pennington Town Council cares to ensure the security of personal data. We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies. We will only keep your data for the purpose it was collected for and only for as long as is necessary. After which it will be deleted.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to request access to the information we have about you. You can do this by contacting our Data Information Officer via:

communityhub@lymandpentc.org.uk

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - If you believe that the information, we have about you is incorrect, you may contact us so that we can update it and keep your data accurate. Please contact communityhub@lymandpentc.org.uk

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - If you believe that your data is not being processed for the purpose it has been collected for, you may object: Please contact communityhub@lymandpentc.org.uk

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. Please contact communityhub@lymandpentc.org.uk

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at communityhub@lymandpentc.org.uk or 02380 285893, if you wish to make a request.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at Lymington and Pennington Town Council, by email at: communityhub@lymandpentc.org.uk or by telephone at 02380 285893.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline no: 0303 123 1113

ICO website: <https://www.ico.org.uk>