



GRAVENHURST

Parish Council

WEBSITE POLICIES AND STATEMENTS

As adopted at a meeting of Gravenhurst Parish Council on 15th February 2024

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DOCUMENT CONTROL

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DOCUMENT AMENDMENT HISTORY

Revision No.	Originator of change	Date of change	Change Description
v1.0	Clerk and Website Developer	17/02/20	Policy creation
v1.1	Minor changes	21/02/22	Dates updated, removal of DPO details
v2.0	Minor changes	15/02/24	Dates, GPC contact updated

1. INTRODUCTION

- 1.1. The policies and statements set out in this document support Gravenhurst Parish Council (the Council's) Data Protection Policy and Privacy Notice and assist in compliance with the Freedom of Information Act 2000, the General Data Protection Regulation & the Data Protection Act 2018 and other associated legislation. They are specific to Gravenhurst Parish Council website www.gravenhurst-pc.gov.uk

2. WEBSITE COOKIE POLICY

2.1. About this cookie policy

- 2.1.1. This Cookie Policy explains what cookies are and how we use them. You should read this policy to understand what cookies are, how we use them, the types of cookies we use i.e., the information we collect using cookies and how that information is used and how to control the cookie preferences. For further information on how we use, store, and keep your personal data secure, see our Privacy Policy.
- 2.1.2. You can at any time change or withdraw your consent from the Cookie Declaration on our website.
- 2.1.3. Learn more about who we are, how you can contact us and how we process personal data in our Privacy Policy.
- 2.1.4. Your consent applies to the following domains: Gravenhurst-pc.gov.uk
- 2.1.5. Your current state: **AUTOMATICALLY ADDED** as Manage Your Consent

2.2. What are cookies?

- 2.2.1. Cookies are small text files that are used to store small pieces of information. The cookies are stored on your device when the website is loaded on your browser. These cookies help us make the website function properly, make the website more secure, provide better user experience, and understand how the website performs and to analyse what works and where it needs improvement.

2.3. How do we use cookies?

- 2.3.1. As most of the online services, our website uses cookies first-party and third-party cookies for several purposes. The first-party cookies are mostly necessary for the website to function the right way, and they do not collect any of your personally identifiable data.
- 2.3.2. The third-party cookies used on our websites are used mainly for understanding how the website performs, how you interact with our website, keeping our services secure, providing advertisements that are relevant to you, and all in all providing you with a better and improved user experience and help speed up your future interactions with our website.

2.4. What types of cookies do we use?

- 2.4.1. Essential: Some cookies are essential for you to be able to experience the full functionality of our site. They allow us to maintain user sessions and prevent any security threats. They do not collect or store any personal information.

- 2.4.2. Statistics: These cookies store information like the number of visitors to the website, the number of unique visitors, which pages of the website have been visited, the source of the visit etc. These data help us understand and analyse how well the website performs and where it needs improvement.
- 2.4.3. Functional: These are the cookies that help certain non-essential functionalities on our website. These functionalities include embedding content like videos or sharing contents on the website on social media platforms.
- 2.4.4. Preferences: These cookies help us store your settings and browsing preferences like language preferences so that you have a better and efficient experience on future visits to the website.
- 2.4.5. The below list details the cookies used in our website.
- 2.4.6. COOKIE & DESCRIPTION - AUTOMATICALLY ADDED

2.5. How can I control the cookie preferences?

- 2.5.1. Should you decide to change your preferences later through your browsing session, you can click on the “Privacy & Cookie Policy” tab on your screen. This will display the consent notice again enabling you to change your preferences or withdraw your consent entirely.
- 2.5.2. In addition to this, different browsers provide different methods to block and delete cookies used by websites. You can change the settings of your browser to block/delete the cookies. To find out more on how to manage and delete cookies, visit www.wikipedia.org and www.allaboutcookies.org

3. WEBSITE PRIVACY POLICY

3.1. About this Website Privacy Policy

- 3.1.1. Thank you for choosing to be part of our community with Gravenhurst Parish Council (“Council”, “we”, “us”, or “our”). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy, or our practices with regards to your personal information, please contact us at clerk@gravenhurst-pc.gov.uk.
- 3.1.2. When you visit our website <https://gravenhurst-pc.gov.uk>, and use our services, you trust us with your personal information. We take your privacy very seriously. In this website privacy policy, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this privacy policy that you do not agree with, please discontinue use of our sites and our services.
- 3.1.3. This website privacy policy applies to all information collected through our website <https://gravenhurst-pc.gov.uk>
- 3.1.4. Please read this privacy policy carefully as it will help you make informed decisions about sharing your personal information with us.

3.2. What information do we collect?

Personal information you disclose to us:

- 3.2.1. In Short: We do not collect personal information, unless you explicitly provide it to us. The website itself cannot obtain any personal or sensitive information. Should you provide to us with details such as your name, address, or contact information; this will be kept securely with utmost care.
- 3.2.2. We collect personal information that you voluntarily provide when contacting us to:
- deliver services and support to you,
 - manage those services and support we provide to you,
 - respond to correspondence received from you and / or
 - help investigate any complaints you have about us or our services.
- 3.2.3. All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

Information automatically collected

- 3.2.4. In Short: Some information — such as IP address and/or browser and device characteristics is collected automatically when you visit our website.
- 3.2.5. We automatically collect certain information when you visit, use or navigate the website. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our website and other technical information. This information is primarily needed to maintain the security and operation of our website, and for our internal analytics and reporting purposes.
- 3.2.6. Like many organisations and websites, we also collect information through cookies and similar technologies.
- 3.2.7. Online Identifiers. We collect devices; tools and protocols, such as IP (Internet Protocol) addresses; cookie identifiers, or others such as the ones used for analytics and marketing; device's geolocation; and other similar data.

3.3. How do we use your information?

- 3.3.1. In Short: We process your information for purposes based on legitimate Council interests, compliance with our legal obligations, and/or your consent. We use information collected via our website for a variety of Council purposes described below. We process information for these purposes in reliance on our legitimate Council interests, in order to enter into or perform a contract with you, with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.
- 3.3.2. We use the information we collect or receive:
- To protect our Services. We may use your information as part of our efforts to keep our website and Council services safe and secure (for example, for fraud monitoring and prevention).

- To enforce our terms, conditions and policies for Council Purposes and Legal Reasons.
- To respond to legal requests and prevent harm. If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.

3.4. Will your information be shared with anyone?

3.4.1. In Short: We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfil Council obligations.

3.4.2. We may process or share data based on the following legal basis:

- Consent: We may process your data if you have given us specific consent to use your personal information in a specific purpose.
- Legal Obligations: We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- Vital Interests: We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

3.4.3. More specifically, we may need to process your data or share your personal information in the following situations:

- Vendors, Consultants and Other Third-Party Service Providers. We may share your data with third party vendors, service providers, contractors or agents who perform services for us or on our behalf and require access to such information to do that work. Examples include: data analysis, email delivery, and hosting services. We may allow selected third parties to use tracking technology on the Council website, which will enable them to collect data about how you interact with the website over time. This information may be used to, among other things, analyse and track data, determine the popularity of certain content and better understand online activity. We do not share, sell, rent or trade any of your information with third parties for their promotional purposes. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

3.5. Who will your information be shared with?

3.5.1. In Short: We only share basic information with the third parties as listed in 3.5.2. This is essential to provide the best experience on our website.

3.5.2. We only share and disclose your information with the following third parties. We have categorized each party so that you may easily understand the purpose of our

data collection and processing practices. If we have processed your data based on your consent and you wish to revoke your consent, please contact us.

- Content Optimization - Google Fonts, Google Calendar widget and Google Site Search
- Functionality and Infrastructure Optimization - Google Cloud Storage
- Web and Mobile Analytics - Google Analytics, Google Tag Manager and WordPress Stats.
- Website Hosting & Domain - CloudNext
- Website Performance Monitoring - Firebase Crash Reporting, Firebase Performance Monitoring, Pingdom, Uptime Robot.
- Website Testing - Cloudflare and Google Website Optimiser.

3.6. Do we use cookies and other tracking technologies?

- 3.6.1. In Short: We may use cookies and other tracking technologies to collect and store your information.
- 3.6.2. We may use cookies to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Policy (Item 2 of this document).

3.7. Do we use Google Maps?

- 3.7.1. In Short: We may use Google Maps for the purpose of providing better service.
- 3.7.2. This website uses Google Maps APIs. You may find the [Google Maps APIs Terms of Service here](#). To better understand Google's Privacy Policy, please refer to [this link](#). This service does not track your specific location, or usage statistics – it is purely to provide a map of the local area.
- 3.7.3. By using our Maps API Implementation, you agree to be bound by Google's Terms of Service.

3.8. How long do we keep your information?

- 3.8.1. In Short: We keep your information for as long as necessary to fulfil the purposes outlined in this privacy policy unless otherwise required by law or as required by our Document Retention Policy.
- 3.8.2. We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law.
- 3.8.3. When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

3.9. How do we keep your information safe?

- 3.9.1. In Short: We protect your personal and basic information through a system of organisational and technical security measures.

- 3.9.2. We have implemented appropriate technical and organisational security measures designed to protect the security of any personal information we process. Our website features several security measures, including monitoring of access to the backend files of the website. All information that we have the power to control, is held securely by the Council and the respective web hosts and analytical organisations. However, please also remember that we cannot guarantee that the internet itself is 100% secure. Although we will do our best to protect your personal information, transmission of personal information to and from our website is at your own risk. You should only access the services within a secure environment.

3.10. Do we collect information from minors?

- 3.10.1. In Short: We do not knowingly collect data from or market to children under 18 years of age.
- 3.10.2. When using our website, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependent's use of the website. If we learn that personal information from users less than 18 years of age has been collected, we will promptly delete such data from our records. Basic device, site activity and browser information will still be collected. If you become aware of any personal data we have collected from children under age 18, please contact us at clerk@gravenhurst-pc.gov.uk

3.11. What are your privacy rights?

- 3.11.1. In Short: In some regions, such as the European Economic Area, you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your account at any time.
- 3.11.2. In some regions (like the European Economic Area), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information. To make such a request, please use the contact details provided below. We will consider and act upon any request in accordance with applicable data protection laws.
- 3.11.3. If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however that this will not affect the lawfulness of the processing before its withdrawal.
- 3.11.4. If you are resident in the European Economic Area and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here: http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm.
- 3.11.5. Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could

affect certain features or services of our Services. To opt-out of interest-based advertising by advertisers on our Services visit <http://www.aboutads.info/choices/>.

3.12. Data Breach

3.12.1. A privacy breach occurs when there is unauthorised access to or collection, use, disclosure, or disposal of personal information. You will be notified about data breaches when Gravenhurst Parish Council believes you are likely to be at risk or serious harm. For example, a data breach may be likely to result in serious financial harm or harm to your mental or physical well-being. If Gravenhurst Parish Council becomes aware of a security breach which has resulted or may result in unauthorized access, use or disclosure of personal information Gravenhurst Parish Council will promptly investigate the matter and notify the applicable Supervisory Authority not later than 72 hours after having become aware of it, unless the personal data breach is unlikely to result in a risk to the rights and freedoms of natural persons.

3.13. Controls for do-not-track features

3.13.1. Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track (“DNT”) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. No uniform technology standard for recognizing and implementing DNT signals has been finalised. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy policy.

3.14. Do we make updates to this policy?

3.14.1. In Short: Yes, we will update this policy as necessary to stay compliant with relevant laws.

3.14.2. We may update this privacy policy from time to time. The updated version will be indicated by an updated “Revised” date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

3.15. How can you contact us about this policy?

3.15.1. If you have questions or comments about this policy, you may contact our Clerk *Alessandra Marabese, Clerk to the Council, Gravenhurst Parish Council, c/o 30 Cherry Trees, Lower Stondon, Bedfordshire, SG16 6DT* Email: clerk@gravenhurst-pc.gov.uk Tel: 07480 251745.

3.16. How can you review, update, or delete the data we collect from you.

3.16.1. Based on the laws of some countries, you may have the right to request access to the personal information we collect from you, change that information, or delete it in

some circumstances. To request to review, update, or delete your personal information, please email: clerk@gravenhurst-pc.gov.uk. We will respond to your request within 30 days.

4. ACCESSIBILITY STATEMENT FOR GRAVENHURST PARISH COUNCIL WEBSITE

4.1. About this accessibility statement

- 4.1.1.** We want everyone who visits the Gravenhurst Parish Council website to feel welcome and we aim to comply with the Public Sector Bodies Accessibility Regulations 2018.

4.2. What are we doing?

- 4.2.1.** To help us make the Gravenhurst Parish Council Website a positive place for everyone, we have been using the [Web Content Accessibility Guidelines \(WCAG\) 2.1](#). These guidelines explain how to make web content more accessible for people with disabilities, and user friendly for everyone.
- 4.2.2.** The guidelines have three levels of accessibility (A, AA and AAA). This website is currently fully compliant with WCAG 2.1 AA. We will aim to provide level AAA in the future.

4.3. How are we doing?

- 4.3.1.** We have worked hard on the Gravenhurst Parish Council Website and believe we have achieved our goal of Level AA accessibility. We monitor the website regularly to maintain this.
- 4.3.2.** We know that some parts of this website are not fully accessible yet, such as:
- You cannot modify the line height or spacing of text

4.4. What options do I have?

- 4.4.1.** Font Resizing
- 4.4.2.** Font change options to more readable, standard fonts.
- 4.4.3.** Colour changes, contrast, invert colours
- 4.4.4.** Underline or highlighting links
- 4.4.5.** Grey scaling Images
- 4.4.6.** Removal of Animations
- 4.4.7.** Keyboard Navigation
- 4.4.8.** Screen reader compatibility
- 4.4.9.** Image Alt Tags & descriptions for necessary visual elements
- 4.4.10.** ARIA, ADA, W3C and WCAG Compliant
- 4.4.11.** [AbilityNet](#) has advice on making your device easier to use if you have a disability.

4.5. What to do if you cannot access parts of this website?

- 4.5.1.** If you used the Gravenhurst Parish Council Website, or if you had trouble with any part of it, please get in touch. If required, we may be able to provide information on this website in a different format such as PDF, large print, or easy read. We would

like to hear from you in any of the following ways: email us at clerk@gravenhurst-pc.gov.uk or call us on 07480 251746.

4.6. Reporting accessibility problems with this website

- 4.6.1. We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements, contact us in any of the following ways: email us at clerk@gravenhurst-pc.gov.uk or call us on 07930 813808.
- 4.6.2. The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you are not happy with how we respond to your complaint, contact the [Equality Advisory and Support Service \(EASS\)](#).

4.7. How we tested this website

- 4.7.1. This website was last tested on 21st February 2022. The test was carried out by Gravenhurst Parish Council and our Website Developer.
- 4.7.2. We have tested all top-level pages of the website.

4.8. Statement key dates

- 4.8.1. This statement was first prepared on 18th February 2020.
- 4.8.2. This statement was last updated on 15th February 2024.