



Privacy Notice - Visit Felixstowe and Felixstowe Forward

Introduction

Visit Felixstowe and Felixstowe Forward have provided this privacy notice to help you understand how we collect, use and protect your information whilst we provide you with tourism, business and community initiatives, promotions, special offers, latest news and upcoming events in Felixstowe.

Visit Felixstowe and Felixstowe Forward are part of East Suffolk Council.

The document below will describe how we may collect and process your personal information.

The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Definitions

Personal Data means any information related to an identified or identifiable natural (living) person ('**data subject**') i.e. a person that can be directly or indirectly identified by reference to a name, ID reference number, email address, location data, or physical, physiological, genetic, mental, economic, cultural or societal identifier.

Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data, health, sex life or sexual orientation. Records of criminal personal data must also be treated in a similar way.

Data Controller determines the purposes and means of processing personal data.

Data Processor is responsible for any operation which is performed on personal data on behalf of the controller e.g. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.

Third Party is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.

Who we are

The Felixstowe Forward (Visit Felixstowe) initiative was established on 1 April 2015 and was created by three sponsoring authorities; East Suffolk Council, Felixstowe Town Council, and Suffolk County Council. The aim of Felixstowe Forward is to develop a collective approach to tackling the town's key challenges

and opportunities. Engagement with a wide range of businesses and community groups is central to developing a plan of action which will improve the economic, social and environmental wellbeing of Felixstowe.

Felixstowe Forward is also one of the 'Coastal Community Teams' set up around Britain enabling local communities to come together and develop a common vision and plans for their area.

The Council is the 'data controller' for the information which is collated and processed. This means we are responsible for deciding how we can use your information. If you want more information regarding the services delivered, please go to our website www.visitfelixstowe.org.uk.

The Council regards lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.

The services provided by Visit Felixstowe and Felixstowe Forward are discretionary.

The Data Protection Officer for ESC is Siobhan Martin, Head of Internal Audit, and can be contacted at dataprotection@eastsoffolk.gov.uk.

How the law protects you

GDPR says that we are allowed to use personal information only if we have a proper reason to do so. More information on how the law protects you can be found on the [East Suffolk website](#).

Our Responsibilities

GDPR provides us with main responsibilities for processing personal data.

All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we process your personal information, we do so in compliance with GDPR.

For further information on our responsibilities, please see the [East Suffolk website](#).

Your Rights

The GDPR provides you with the following rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making
9. The right to withdraw consent
10. The right to complain

Requests in relation to your rights with regards to the personal data we hold should be made verbally or in writing to the Data Protection Officer.

For further information on your rights, please see the [East Suffolk website](#).

Your responsibilities

You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.

When do we collect information about you?

We collect information about you from different places, including:

- Our online mailing list subscription form on www.visitfelixstowe.org.uk.
- Our paper subscription form used at meetings and events
- Questionnaires and surveys
- Consultations
- Competition entries

What information do we maintain?

The information about you which we will maintain will include:

- First and last name
- Postal address (if applicable, mainly for business-to-business contacts)
- Email address
- Telephone number (if applicable, mainly for business-to-business contacts)
- Your chosen marketing permissions; email, post, telephone, SMS/mobile (text message)

How do we use your information?

We will be using your information to communicate with you on tourism, business and community initiatives, promotions, special offers, latest news and upcoming events in Felixstowe (from both Visit Felixstowe and Felixstowe Forward).

We will not use your personal data for other purposes other than for what it was collated unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).

We do not use automated decision making.

How long do we keep your information?

We will hold your personal information on our mailing list until you tell us to erase it, or you unsubscribe electronically via one of our communications. Contact information collected via paper subscription forms, questionnaires and surveys are transferred to this mailing list and then destroyed. Information collected from consultations is held for up to one year and then destroyed. Competition entries are held until the closing date of the relevant competition and then destroyed.

If you decide in future that you do not want to receive information, then please contact us and we will remove your details from our mailing list:

Visit Felixstowe and Felixstowe Forward, East Suffolk Council, Felixstowe Town Hall, Undercliff Road West, Felixstowe, Suffolk, IP11 2AG

Telephone: 01394 444577 / 01394 444884

Email: visitfelixstowe@eastsoffolk.gov.uk or felixstowe.forward@eastsoffolk.gov.uk.

Data Sharing

Visit Felixstowe and Felixstowe Forward does not share your personal data with any third party.

Transferring your information overseas

Currently, we do not transfer any personal information outside of the European Economic Area (EEA).

National Fraud Initiative (NFI)

We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see the [East Suffolk website](#).