



VERSION NUMBER	V4
DATE & MINUTE REFERENCE (COUNCIL DATE ITEM XX)	19/05/2026 (REF FC/xx)
DATE OF NEXT REVIEW	May 2028

## INTRODUCTION

This privacy policy sets out how Neston Town Council uses and protects any information that you give us when you use this website.

Neston Town Council is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Neston Town Council may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy has been valid since 23.01.18.

## What we collect

We may collect the following information:

- Name and Job Title.
- Contact information including email address.
- Organisation / Company name.
- Demographic information such as postcode, preferences and interests.
- Other information relevant to customer surveys and/or offers.

## What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new events, promotions, special offers or other information which we think you may find interesting using the email address which you have provided. You will be able to opt out of this at any time.
- From time to time, we may also use your information to contact you for surveys or market research purposes. We may contact you by email, phone or mail. We may use the information to customise our website according to your interests.

## Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Your Personal Information

You may request details of personal information which we hold about you under the Data Protection Act. If you would like a copy of the information held on you, please write to Neston Town Council, Neston Town Hall, 7 High Street, Neston, Cheshire CH64 9TR.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [council@nestontowncouncil.gov.uk](mailto:council@nestontowncouncil.gov.uk). We will not sell, distribute or lease your personal information to third parties unless required by law to do so.

## How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. Our provider for this service is Google Analytics. This helps us analyse data about web page traffic across the website and to make improvements to our website in order to create a better experience for all users. We only use this information for statistical analysis purposes and do not use the cookie to identify any individual website visitor.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of our website.

We are not in control of the activity of cookies generated from extensions you may have willingly (or unwillingly) installed into your web browser. Any comments or questions that you may have should be raised with the originator of those extensions and you may wish to

uninstall any browser extensions you don't recognise or which you discover are using cookies to track your browsing activity.

Your use of this site is taken as consent to the placing of cookies on your system. If you disagree, please take the following action:

- Close this website.
- Use your web browser's tools to "delete your cache".
- Quit your browser.
- You can then choose to dis-allow cookies from this website via browser settings.
- If you continue without changing your settings, we'll assume that you are happy to receive all cookies from our website.