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Service Area:	People Services
Work Area:	Communications Unit
Contact Details:	Email: communicationsunit@caerphilly.gov.uk Tel: 01443 864264
Privacy Notice Name:	Condolence Book
Description of Privacy Notice:	This Privacy Notice will explain how Caerphilly County Borough Council will use your information should you choose to leave a message in one of our Condolence Books.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

We will collect your name (should you choose to provide) and your condolence message for the purpose of providing an online Condolence Book. The information that you choose to make publicly available online may be collated into a physical Condolence Book. This service is being provided by The Online Book Company Limited (processor) on behalf of Caerphilly County Borough Council (controller).

In order to use this service, you will need to set up an account with The Online Book Company Limited by providing them with an email address and creating a password. The Online Book Company Limited is the controller in respect of this account information. Further information on how The Online Book Company Limited will use your information is available here:

<https://digitalbooks.theonlinebookcompany.com/contact-page/privacy-policy/>

The Online Book Company Limited uses cookies on its website, and the following link will provide you with further information including how to manage or remove these cookies, should you wish to do so.

<https://digitalbooks.theonlinebookcompany.com/contact-page/cookies-policy/>

Legal basis for processing

We are relying on your consent to process your information.

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1(a) the data subject has given consent to the processing of his or her personal data for one or more specific purposes.

Local Authorities and government agencies, in certain circumstances, have an obligation (public task) as part of a national protocol to provide the public with the opportunity to pay their respects via a Condolence Book.

The right to withdraw consent

You have the right to withdraw your consent to the processing of this information. To withdraw your consent, please contact the Service Area whose details are contained on the top of this document.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The controller for your name and condolence message is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

In respect of your account information (email address and password) the controller is The Online Book Company Limited.

Details of main users of your information

Your condolence message and your name (should you choose to provide it) will be published online so that it will be available to all. The information that you choose to make publicly available online may also be collated into a physical Condolence Book.

The online service is being provided by The Online Book Company Limited (processor) on behalf of Caerphilly County Borough Council (controller), under a contract that protects the security of your information. In order to use this service, you will need to set up an account with The Online Book Company by providing them with an email address and creating a password. The Online Book Company Limited is the controller in respect of this account information.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

TBC

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

How we will use your information

In order to provide an online Condolence Book, **The Online Book Company Limited (on behalf of Caerphilly County Borough Council)** will collect your name (should you choose to provide it) and your condolence message when visiting their website for this purpose. The legal basis for this processing is your consent, which you have the ability to withdraw at any time by contacting us (communicationsunit@caerphilly.gov.uk). The information that you choose to make publicly available online may also be collated into a physical Condolence Book.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we **(Caerphilly County Borough Council)** will process your information and your rights please click the following link:

<https://www.caerphilly.gov.uk/CaerphillyDocs/FOI/PrivacyNotices/CondolenceBook.aspx>

In order to use this service, you will need to set up an account with The Online Book Company by providing them with an email address and creating a password. The Online Book Company Limited is the controller in respect of this account information. Further information on how The Online Book Company Limited will use your information is available here:

<https://digitalbooks.theonlinebookcompany.com/contact-page/privacy-policy/>

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<https://digitalbooks.theonlinebookcompany.com/contact-page/cookies-policy/>