

Privacy Notice – Bicester Town Council

Last updated: 11th February 2026

Bicester Town Council (“the Council”, “we”, “us”) processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (EU GDPR where applicable), and the Data Protection Act 2018.

This privacy notice explains how we collect, use, store, share and protect personal data when you interact with the Council, including through our website, correspondence, applications, meetings and council services. It applies whether personal data is collected directly from you or obtained from another source.

Data Controller

Bicester Town Council

The Garth, Launton Road, Bicester, Oxfordshire, OX26 6PS

Email: enquiries@bicester.gov.uk

Data Protection Officer

The Council has appointed a Data Protection Officer. Any questions about this privacy notice or the exercise of your data protection rights should be directed to the Data Protection Officer at dpo@theprivacyworx.com

Personal Data We Collect

Depending on how you interact with the Council, we may collect and process personal data including your name, postal address, email address and telephone number, information contained in enquiries, correspondence or complaints, details submitted in applications for grants, awards, licences or permits, allotment tenancy and contractual information, financial information where required for payments or grant administration, records of meetings, decisions and interactions with the Council, technical data such as IP address, browser type and device information when you use our website, and any other information you choose to provide in the course of council business.

We do not intentionally collect special category personal data unless it is strictly necessary, lawful and proportionate for the relevant purpose.

How We Collect Personal Data

Personal data is collected directly from you when you contact the Council, submit forms or applications, attend meetings, or correspond with us. Limited technical data is collected automatically when you use our website. In some cases, personal data may be received from third parties where this is necessary for the exercise of the Council’s functions or compliance with legal obligations. Where personal data is obtained indirectly, the Council complies with Article 14 GDPR requirements unless a lawful exemption applies.

Lawful Bases for Processing

The Council primarily processes personal data under Article 6(1)(e) UK GDPR, where processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council. This includes governance activities, service delivery, community engagement, administration of grants and allotments, handling complaints, and meeting statutory responsibilities.

Where appropriate, the Council also relies on the following lawful bases. Processing is carried out under Article 6(1)(c) where necessary to comply with a legal obligation, including financial, audit and regulatory requirements. Processing is carried out under Article 6(1)(b) where necessary for the performance of a contract or to take steps at your request prior to entering into a contract, such as allotment tenancies or hire of council facilities. Processing is carried out under Article 6(1)(a) where you have given consent, such as for optional website cookies or communications, and consent may be withdrawn at any time. Processing may be carried out under Article 6(1)(d) where necessary to protect the vital interests of an individual or another person, for example in emergency or safeguarding situations.

The Council does not rely on legitimate interests under Article 6(1)(f) for its core public authority functions.

Special Category Personal Data

Where the Council processes special category personal data, this is done only where strictly necessary and lawful. The Council relies on Article 9(2)(g) where processing is necessary for reasons of substantial public interest and appropriate safeguards are in place, Article 9(2)(b) where processing is required for employment or social protection law obligations, Article 9(2)(c) where processing is necessary to protect vital interests, and Article 9(2)(a) where explicit consent has been provided and is appropriate. Special category data is subject to enhanced access controls and retention safeguards.

Purposes of Processing

Personal data is processed to deliver council services, respond to enquiries, administer grants, allotments and council-run schemes, manage complaints and service requests, comply with legal and regulatory obligations, maintain the security and functionality of the Council's website, and carry out public engagement and governance activities.

Sharing of Personal Data

Personal data may be shared where necessary and lawful with Council employees and councillors who require it to carry out official duties, with service providers acting as data processors under written contracts, with auditors, professional advisers or funding bodies where required, and with public authorities or law enforcement agencies where there is a legal obligation to do so. The Council does not sell personal data or share it for commercial marketing purposes.

International Transfers

The Council primarily processes and stores personal data within the United Kingdom. Where personal data is transferred outside the United Kingdom or the European Economic Area, this will only take place where permitted by data protection law and subject to appropriate safeguards, such as adequacy regulations or approved contractual safeguards.

Data Retention

Personal data is retained only for as long as necessary for the purpose for which it was collected and in accordance with legal, regulatory and statutory requirements. Retention periods vary depending on the type of record. General enquiries and correspondence are typically retained for up to one year after resolution. Complaints records are typically retained for up to six years after final resolution. Grant and funding records are typically retained for up to six years following the end of the relevant financial year. Allotment and tenancy records are typically retained for up to six years after the end of the tenancy. Financial and accounting records are retained in accordance with statutory requirements. Where longer retention is required by law, data is retained securely and reviewed periodically. When personal data is no longer required, it is securely deleted or destroyed.

Your Data Protection Rights

You have the right to request access to your personal data, request rectification of inaccurate or incomplete data, request erasure in certain circumstances, request restriction of processing, object to processing carried out under Article 6(1)(e), withdraw consent at any time where processing is based on consent, and lodge a complaint with the Information Commissioner's Office. Requests may be made using the contact details provided above.

Cookies and Website Use

The Council's website uses necessary cookies to ensure basic functionality. Optional cookies, including analytics, are only used where you have provided consent, which may be withdrawn at any time.

Changes to This Privacy Notice

This privacy notice may be updated from time to time to reflect legal or operational changes. The most current version will apply and material changes will be communicated where required by law.