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The Council seeks to provide high quality information and we have made every effort to ensure that this information is accurate and up to date. However, we are unable to give any guarantee as to the accuracy of the information on the website and can accept no liability for any loss, damage or inconvenience which may be caused by relying on any such information.

We take reasonable steps to ensure that any external website that we provide links to or any information provided by third parties is not offensive or defamatory, however we are unable to take responsibility for the content of any such information or website maintained outside of the Council.

This privacy policy applies only to our website. If you transfer to another site, please read the privacy policy relating to their information. We will not transfer personal information to other sites, unless you have been advised that we will do so.

## Privacy policy / data protection

The Council exists to provide a wide range of services. This can only be done by collecting and using the appropriate personal information which is collected either in person, over the phone or via the e-forms on our website.

When contacting us, you may be asked for personal information such as name, address, postcode etc.

Information may be collected:

- to fulfil your request for information or services
- as input to improving our site
- as part of the process of consultation

But will only be used in those activities necessary to provide you with the service you have requested or require. Any information provided via the comments/compliments/complaints area of the website will be used for the purposes which we reasonably believe it was provided for.

You will be advised of any additional purposes or uses at the time the information is collected.

Specific privacy notice information is published on our website about:

- [Children and young people](#)
- [Public Health \(https://ccc-live.storage.googleapis.com/upload/www.cambridgeshire.gov.uk/residents/bewell/Public%20Health%20Privacy%20Notice%20Feb%202017.pdf?inline=true\)](https://ccc-live.storage.googleapis.com/upload/www.cambridgeshire.gov.uk/residents/bewell/Public%20Health%20Privacy%20Notice%20Feb%202017.pdf?inline=true)

In addition to the purposes which we have stated when we collected the information, it will also be processed in line with those purposes which we have identified on our Data Protection Notification which is registered with the Information Commissioner's Office. Our Notification reference is: Z4849790.

You are entitled to copies of any information that the County Council hold about you. This can be obtained by making a request in writing to the address below.



[Data protection policy \(https://ccc-live.storage.googleapis.com/upload/www.cambridgeshire.gov.uk/other/data\\_protection\\_policy\\_feb2015%20%283%29.pdf?inline=true\)](https://ccc-live.storage.googleapis.com/upload/www.cambridgeshire.gov.uk/other/data_protection_policy_feb2015%20%283%29.pdf?inline=true)

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## Freedom of Information

The Freedom of Information Act came into force on 1 January 1 2005. This act gives you the right to access the information held by Cambridgeshire County Council.

There are exemptions to this right and should any of these apply, we are required to explain this to you. Some information may incur a charge and details of these charges can be found on the website.

Further information on the County's Freedom of Information Team and its role within the organisation can be found on the [Freedom of Information pages](#) of this website.

## Fair processing notice

Information which you have provided the Council will be stored in secure databases. It will be used for the purposes stated when the information was collected.

Information will not be sold, rented or provided to anyone else, or used for any other purpose than that for which it was originally collected unless required to by law.

We participate in the Cabinet Office's National Fraud Initiative, a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise. Further information relating to the National Fraud Initiative



[National Fraud Initiative Level 2 Notice \(https://ccc-live.storage.googleapis.com/upload/www.cambridgeshire.gov.uk/other/National\\_Fra](https://ccc-live.storage.googleapis.com/upload/www.cambridgeshire.gov.uk/other/National_Fra)

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## Collecting information automatically

We use [cookies](#) to collect statistics about your visit to the council's website. We use this information to track user activity which in turn helps us to improve the website. These statistics do not contain personal data and cannot be traced back to an individual.

## Information security

The website pages which are used to collect your personal details are protected by a digital certificate called a 'Secure Socket Layer'. This is installed onto the web server to ensure that the information being transmitted is secure and to encrypt that information which makes it virtually impossible to intercept that transfer.

The certificate details can be found by clicking on the padlock icon on the bottom right hand corner of a secure page.

## Monitoring

The Council reserves the right to monitor the use of the council's email and internet facilities to ensure appropriate use and for any other lawful purpose as required.

## Changes

If this privacy policy changes in any way, we will place an updated version on this page. By regularly reviewing this page you will ensure that you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with others.

## Equality statement

Many of the publications listed on this web site can be obtained on audio cassette, or in Braille, large print or other languages. Please contact us.

## Contact

If you have any comments regarding the use of our website or this policy, please email [\[email protected\]](#).

For information relating to Data Protection or Freedom of Information contact:

- **E-mail:** [\[email protected\]](#)
- **Telephone:** 01223 699 137
- **Post:** Information Governance Team  
Cambridgeshire County Council  
RES1405  
Shire Hall  
Cambridge  
CB3 0AP