



Internet Service Standards

These policies apply to the following Thanet District Council websites:

- <http://www.thanet.gov.uk>
- <http://www.portoframsgate.co.uk>
- <http://www.thanetcoast.org.uk>
- <http://www.thaneyouthmatters.co.uk>
- <http://www.dippersanddunkers.org.uk>
- <http://www.thanetcoast.org.uk>

Copyright

The content on these websites, including images, data and design, is provided for information purposes and for personal, non-commercial use only.

The use of and access to the information is regulated by intellectual property rights (copyright). No part of these sites may be copied or adapted without written permission from Thanet District Council.

Disclaimer

All information contained within this site was, to the best of our knowledge, correct at the time of inclusion. The site is regularly checked and updated but Thanet District Council cannot accept responsibility or liability for any loss, damage or inconvenience which may arise from the use of the information provided.

External links are provided to third party sites that Thanet Council considers may be of additional benefit and interest to site visitors. The Council does not however endorse the information, products or services offered by these sites and the businesses operating them. Similarly, the Council does not carry out ongoing quality control of these sites and cannot accept responsibility for any actions arising from their use or for the content of further links leading from them.

Privacy

You are not required to provide any personal information to visit this site. Users who voluntarily provide information are assured that it will be used for contact only and will not be shared with any third party. No personal information you have given us will be passed on to third parties for commercial purposes. We will only use any personal information you send us for the purposes for which you provide it. We will only hold your information for as long as necessary for these purposes.

Information you provide us with may be used for statistical research but will not be used in any way (beyond its original purpose) which enables you to be identified.

Thanet District Council's website does not make use of permanent 'cookies' to store data on your computer. ('Cookies' are small text files that are left on your computer following a visit to a site. These 'cookies' enable the site operator to subsequently monitor the frequency of your site visit and the way that you use the site, so that your subsequent visits can then be tailored to be more relevant, informative and rewarding).

Temporary cookies are used for:

- **Online forms** - to enable the Save/Restore facility available with some of the online forms to be used and it isn't used for any other purpose.
- **Online payments** - for the purpose of processing secure online payments and are generated by the bank's secure server.
- **Online questionnaires** - To assist in ongoing site development, the Council uses monitoring software for the purposes of recording the number of visitors to the site and the most frequently visited pages. We do not use the software to identify these visitors nor keep records of their personal e-mail addresses.

If you contact the Council by e-mail, your details will not be added to a database unless it is relevant to your enquiry and the follow-up action required.

All dealings with Thanet District Council will be subject to the Data Protection Act. You have a right to know about the personal information Thanet District Council holds about you and if the Council receives comment on the accuracy of personal information, it will review the relevant data.

For further information, please e-mail web.editor@thanet.gov.uk or write to: The Data Protection Officer, Thanet District Council, PO Box 9, Cecil Street, Margate, Kent, CT9 1XZ

Security

Any dealings with Thanet District Council will be subject to the normal security arrangements surrounding all our public transactions.

You should be aware however that there are no encryption facilities within Thanet District Council's e-mail server. For confidential issues, Thanet District Council recommends that you correspond with the relevant Officer or Department, by sealed letter, marked if appropriate 'Private and Confidential'.

We accept payments online for selected services. These are provided by an authorised third party supplier whose site operates full commercially accepted security procedures to protect your transaction.

If you require any further information on any of our website policies, please e-mail web.editor@thanet.gov.uk

Thanet District Council, PO Box 9, Cecil Street, Margate, Kent, CT9 1XZ Telephone: 01843 577000 Fax: 01843 290906 © [Thanet District Council](#)
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From Thanet District Council: http://www.thanet.gov.uk/council__democracy/performance/internet_service_standards.aspx

Marketing & Corporate Communications

E-mail:
web.editor@thanet.gov.uk

Tel: 01843 577035